



PROGRAMS COMMITTEE MEETING

“This is an Open Public Meeting”

In accordance with the requirements of the Bagley-Keene Open Meeting Act, notice of this meeting must be posted in a publicly accessible place, including the internet, at least ten days in advance of the meeting. This meeting agenda shall also be posted at the address of the teleconference location with access for the public via phone/speaker phone.

Per Government Code section 54954.2, persons requesting disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, are requested to contact Alliant at (415) 403-1400 twenty-four hours in advance of the meeting. Entrance to the meeting location may require routine provision of identification to building security. However, CSURMA AORMA does not require any member of the public to register his or her name, or to provide other information, as a condition to attendance at any public meeting and will not inquire of building security concerning information so provided. See Government Code section 54953.3.

1. Teleconference Location - CSU Chancellor’s Office, 401 Golden Shore, Long Beach
2. Gigi Kiama: University Corporation at CSUMB, 8 Upper Ragsdale Drive, Monterey
3. Bill Olmsted: University Union Operation of CSUS, Inc., 6000 J Street, Sacramento
4. Jason Porth: The University Corporation, San Francisco State, 1600 Holloway Avenue, ADM 361, San Francisco
5. Jun Reina: Capital Public Radio, Inc., CSU Sacramento, 7055 Folsom Boulevard, Sacramento
6. Raven Tyson: Associated Students of San Diego State University, 5500 Campanile Drive, Sacramento

Meeting Date: June 21, 2018
Time: 1:00 PM
Location: Alliant Insurance Services, Inc.
 100 Pine Street, 11th Floor
 San Francisco, CA 94111

Legend: A – Action may be taken
 I – Information Only

A. CALL TO ORDER

1. **Approval of the Agenda Order** A p. 3
The Committee will be asked to approve today’s meeting agenda order

B. PUBLIC COMMENTS

C. GENERAL ADMINISTRATION

1. **Approval of Meeting Minutes – January 9, 2018** A p. 4
The Committee will be asked to review and approve the minutes from its meeting on January 9, 2018
2. **Workers’ Compensation Program Volunteer Claims** A p. 18
As per Policy and Procedure W-6, the Committee will be asked to review the workers’ compensation claims submitted by volunteers, providing direction as appropriate
3. **Unemployment Insurance Program Claims Administration** I p. 30
The Committee will hear an update regarding the new UI claims administration services to be provided by Equifax effective July 1, 2018
4. **Review of the CSURMA AORMA Loss Data Reports** I p. 31
The Committee will be asked to review liability and workers’ compensation loss reports in order to provide loss control and risk management guidance

- 5. **Student Clubs Insurance Program (CLIP)** I p. 36
The Committee will review a summary of the new coverage program

D. INFORMATION ITEMS

- 1. **Service Provider Performance Evaluation of CSURMA Vendors** I p. 40
- 2. **Review of the Alliant Risk Control Services Utilization Report** I p. 79
- 3. **Review of the Employers Group Utilization Report** I p. 86
- 4. **Review of the Praesidium Utilization Report** I p. 88
- 5. **2018 CSURMA AORMA Meeting Calendar** I p. 92
- 6. **FY 2017/2018 AORMA Long Range Action Plan** I p. 94
- 7. **AORMA Committee and Standing Committee Roster** I p. 97

E. ADJOURNMENT

The next Programs Committee meeting is scheduled for September 27, 2018 at 1:00 PM via teleconference. Please contact Mimi Long mlong@alliant.com or Tevea Him thim@alliant.com with questions.

APPROVAL OF THE AGENDA ORDER

ISSUE: The Committee will be asked to approve the agenda order for today's meeting.

RECOMMENDATION: Staff recommends that the Committee approve the agenda as presented.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S): None.

APPROVAL OF MEETING MINUTES – JANUARY 9, 2018

ISSUE: The Committee will be asked to review and approve the draft minutes from the January 9, 2018 Programs Committee meeting.

RECOMMENDATION: Staff recommends approving the minutes, including revisions as necessary.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. Programs Committee Meeting Minutes – January 9, 2018

**MINUTES OF THE CSURMA AORMA
PROGRAMS COMMITTEE MEETING**

JANUARY 9, 2018

**HYATT REGENCY SACRAMENTO
1209 L Street, Sacramento, CA**

7:30 AM

MEMBERS PRESENT

Gigi Kiama, University Corporation, CSU Monterey Bay
 Bill Olmsted, University Union Operation of CSUS, Inc.
 Jason Porth, The University Corporation, San Francisco State University
 Jun Reina, Capital Public Radio, Inc., CSU Sacramento
 Raven Tyson, Associated Students of San Diego State University

ABSENT MEMBERS

None

STAFF, GUESTS AND CONSULTANTS

Tevea Him, Alliant Insurance Services, Inc.
 Mimi Long, Alliant Insurance Services, Inc.

A. CALL TO ORDER

The meeting was called to order by Bill Olmsted at 7:33 AM.

A1. Approval of the Agenda Order

A motion was made to approve the order of the agenda as presented.

First: Raven Tyson
Second: Jason Porth

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

B. PUBLIC COMMENTS

There were no public comments.

C. GENERAL ADMINISTRATION

C1. Approval of Minutes – September 28, 2017

A motion was made to approve the minutes of the September 28, 2017 meeting.

First: Raven Tyson
Second: Jun Reina

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama		X		
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

C2. Workers’ Compensation Supplemental Actuarial Report (Experience Modification Factors) and the AORMA Class Code Rates

As explained by Mimi Long, CSURMA’s retains the services of an independent actuary to evaluate the (1) Estimated Outstanding Liabilities at June 30, 2017, and (2) Projected Ultimate Limited Losses for FY 18/19. These reports were approved by the AORMA Committee in September, 2017. The actuary also calculates each member’s experience modification factor (EMF). The Committee will be asked to accept the supplemental EMF report to be used in the FY 18/19 Workers’ Compensation Program Member Allocation. Each member’s EMF has the potential of increasing 20%; however, there is no limit on the percentage decrease.

A motion was made to accept the Workers’ Compensation 2018/19 EMF supplemental report dated November 29, 2017 to be used in the FY 18/19 Workers’ Compensation Program Member Allocation.

First: Gigi Kiama
Second: Jason Porth

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			

Raven Tyson	X			
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Motion carried.

C3. Workers’ Compensation Program Member Allocation for FY 18 19

Mimi Long explained that at its September, 2017 meeting, the AORMA Committee approved the FY 18/19 Workers’ Compensation Program funding. The Programs Committee is now responsible for approving the FY 18/19 workers’ compensation rates as well as the allocation of the total program costs to the workers’ compensation program members. Costs are allocated to the members based on their estimated payroll for FY 18/19 and their experience modification factor (EMF) as determined by the CSURMA actuary.

Long noted that the AORMA workers’ compensation program rates are established by starting with the corresponding WCIRB rate approved for use as the AORMA class code rate and then applying a normalization factor to develop the total amount of funding required. TABLE 1 below demonstrates how each WCIRB rate was reduced by between 7% and 35% in order to establish the proposed AORMA FY 18/19 rates.

TABLE 1						
Normalization Calculation						
AORMA Class Codes	1001	1002	1004	1005	1006	1007
WCIRB Class Codes	8810	8868	8071	9053	9079	9101
WCIRB FY 18 19 Rates	0.35	0.87	1.66	2.47	3.98	5.59
Normalization Factor	-20%	-23%	-35%	-7%	-20%	-29%
AORMA FY 18 19 Rates (Proposed)	0.28	0.67	1.08	2.30	3.18	3.97

As shown below in Table 2, all of the WCIRB base rates will decrease effective January 1, 2018, except for Class Code 8071 (1004) which will increase 8%.

TABLE 2						
Comparison of WCIRB and AORMA Rates						
AORMA Class Codes	1001	1002	1004	1005	1006	1007
WCIRB Class Codes	8810	8868	8071	9053	9079	9101
WCIRB Rates at 1/01/2017	0.42	1.01	1.53	3.77	4.83	5.96
WCIRB Rates at 1/01/2018	0.35	0.88	1.66	2.47	3.98	5.59
Difference	-17%	-13%	8%	-34%	-18%	-6%

With the goal in mind of keeping all rate changes to +/- 10%, and to move the rates in the direction of the WCIRB rate changes, as shown in Table 3, all of AORMA’s rates received a discount of between 1% and 9% (compared to the FY 17/18 AORMA rates) except 1004 which went up by 4%.

TABLE 3

Comparison of FY 17 18 and FY 18 19 Rates

AORMA Class Codes	1001	1002	1004	1005	1006	1007
AORMA FY 17 18 Rates (Approved)	0.29	0.69	1.04	2.54	3.28	4.02
AORMA FY 18 19 Rates (Proposed)	0.28	0.67	1.08	2.30	3.18	3.97
Difference	-3%	-3%	4%	-9%	-3%	-1%

In order to establish rate stability, effective July 1, 2015, the AORMA workers’ compensation program began using the WCIRB rates as a starting point when determining the AORMA rates. Prior to July 1, 2015, AORMA’s own claims history was used to establish rates; however, this method proved to be too volatile as AORMA members did not have enough claims to establish reliable rates. TABLE 4 shows how the WCIRB rates have been trending over the past six years.

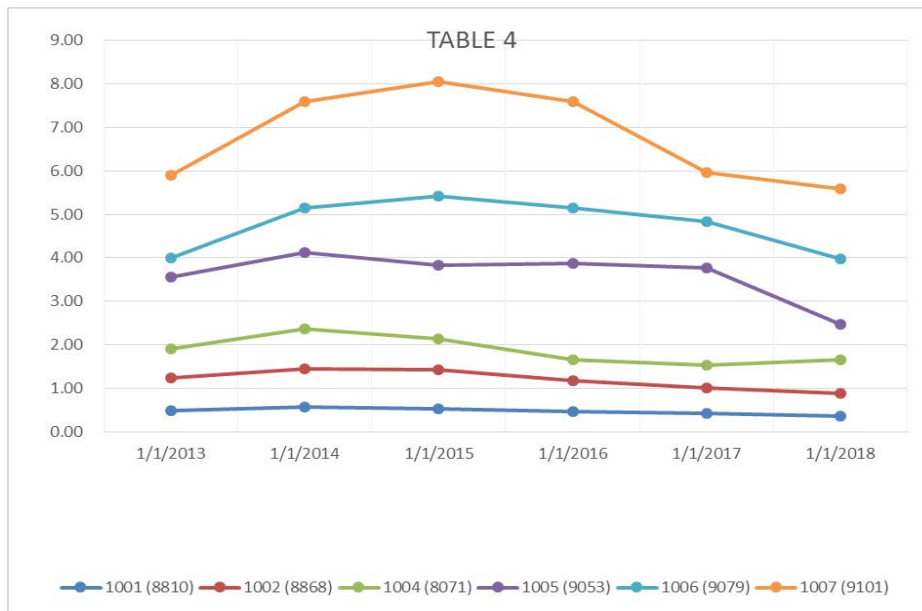


TABLE 5 below shows a comparison of the program’s historical rates. By using the WCIRB rates as a starting point, AORMA has been able to provide rate stability.

TABLE 5

Coverage Term	AORMA Workers' Compensation Class Code					
	1001	1002	1004	1005	1006	1007
FY 11 12	0.34	0.73	1.67	2.10	2.37	3.34
FY 12 13	0.56	1.00	2.09	2.22	3.79	2.70
Diff	63%	36%	25%	6%	60%	-19%
FY 12 13	0.56	1.00	2.09	2.22	3.79	2.70
FY 13 14	0.58	1.01	1.93	2.09	3.64	2.74
Diff	3%	1%	-8%	-6%	-4%	2%
FY 13 14	0.58	1.01	1.93	2.09	3.64	2.74
FY 14 15	0.56	1.43	2.36	3.27	5.15	3.89
Diff	-3%	42%	22%	57%	42%	42%
FY 14 15	0.56	1.43	2.36	3.27	5.15	3.89
FY 15 16	0.36	0.94	1.38	2.53	3.47	5.00
Diff	-36%	-34%	-42%	-23%	-33%	29%
FY 15 16	0.36	0.94	1.38	2.53	3.47	5.00
FY 16 17	0.30	0.76	1.07	2.50	3.32	4.90
Diff	-17%	-19%	-22%	-1%	-4%	-2%
FY 16 17	0.30	0.76	1.07	2.50	3.32	4.90
FY 17 18	0.29	0.69	1.04	2.54	3.28	4.02
Diff	-3%	-9%	-3%	2%	-1%	-18%
FY 17 18	0.29	0.69	1.04	2.54	3.28	4.02
FY 18 19	0.28	0.67	1.08	2.30	3.18	3.97
Diff	-3%	-3%	4%	-9%	-3%	-1%

The Committee review the proposed AORMA workers' compensation program rates as shown below.

AORMA Class Code	1001	1002	1004	1005	1006	1007
FY 18 19 Rates	.28	.67	1.08	2.30	3.18	3.97

A motion was made to the approved the FY 18/19 rates shown above, as well as the FY 18/19 Workers' Compensation Program Member Allocation as presented on the attached spreadsheet allowing Staff to revise the allocation with updated member payroll information as appropriate.

First: Jason Porth
Second: Gigi Kiama

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			

Raven Tyson	X			
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Motion carried.

C4. Liability Program Supplemental Actuarial Reports

As explained by Mimi Long, CSURMA’s retains the services of an independent actuary to evaluate the Estimated Outstanding Liabilities at June 30, 2017, and Projected Ultimate Limited Losses for FY 18/19. These reports were approved by the AORMA Committee in September, 2017. The actuary also provides three supplemental reports for the liability program – (1) Experience Modification Factor (EMF) for each member, (2) Employment Practices Liability (EPL) deductible credits and (3) program rates for EPL, Auto Liability, Premises Liability and All Other.

Long explained that in order to calculate each member’s EMF’s, the actuary uses five years of exposure data and loss data. To stabilize the EMF’s, all losses are capped at \$100,000. The actuary first calculates each member’s portion of the total losses compared to its portion of the total risk exposures. The actuary then adds a credibility weight based on each member’s size. This assumes that the historical loss information of larger members is more predictive of future claim experience compared to that of small members. The two largest members were assigned a weight of 75%, and the remaining members were given proportionally lower weights.

To provide greater stability, the minimum and maximum experience modification factors (EMF) are limited to between .50 and 2.00. (Note: the minimum EMF was changed from .75 to .50 effective July 1, 2018. This change was recommended by Staff and approved by the AORMA Committee because enough Members were bumping up against the .75 minimum and the allocation formula is designed to incentivize the Members to minimize loss experience. Within the FY 18/19 allocation, four Members are capped at the maximum EMF of 2.00 and five Members are capped at the minimum EMF of .50.)

A motion was made to accept the Liability Program 18/19 Rates and Experience Modification Factors report dated November 29, 2017 and Employment Practices Liability Indicated Deductible Credits report dated November 14, 2017.

- First:** Jun Reina
- Second:** Raven Tyson

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

C5. Liability Program Member Allocation for FY 18 19

Mimi Long noted at its September 2017, the AORMA Committee approved the total costs for the Liability Program. The Programs Committee is now responsible for approving the Liability Program Member Allocation and the allocation factors for FY 18/19. The total Liability Program costs have been allocated to the members based on the approved allocation formula documented in Policy and Procedure L-8.

The AORMA Committee approved the total liability program costs for FY 18/19 of \$4,163,883. The Liability Program costs have been allocated to the members based on the allocation formula approved by the Programs Committee and AORMA Committee.

Long review the allocation factors.

1. **Four basic rates.** TABLE 1 includes the proposed rates for Auto, Premises, Other and Employment Practices Liability (EPL). The rate changes have been limited to +/- 10% to provide rate stability.

Exposure Category	18/19 Actuary's Recommended Rates	AORMA 18/19 Collared Rates	Diff	AORMA 17/18 Collared Rates	AORMA 18/19 Collared Rates	Diff
Auto Liability	161	165	3%	150	165	10%
Premises Liability	35	37	5%	41	37	-10%
Other Liability	124	356	187%	395	356	-10%
EPL	1,800	1,418	-21%	1,289	1,418	10%

Table 2 below shows the actuary's recommended rates for the four exposure categories for FY 15/16, 16/17, 17/18 and 18/19. This table allows the Programs Committee to see how the rates are trending based on AORMA's historical loss information.

Exposure	FY 15/16	FY 16/17	% Diff	FY 16/17	FY 17/18	% Diff	FY 17/18	FY 18/19	% Diff
Auto Liability	143	151	6%	151	143	-5%	143	161	12%
Premises Liability	35	40	12%	40	38	-4%	38	35	-8%
Other Liability	126	134	6%	134	168	26%	168	124	-27%
EPL	2,450	2,219	-9%	2,219	2,052	-8%	2,052	1,800	-12%

2. **Maximum premium for calculating the size credit.** \$60,000. Staff reduced the maximum premium from \$65,000 to \$60,000 in order to give approximately 10% of the members the maximum size credit. (Nine members received the maximum size credit.)
3. **Maximum size credit rate percentage.** 25%. The size credit was increased from 20% to 25% to allow the larger members to receive a slightly larger size credit.
4. **Maximum collared premium percentage increase.** The maximum increase was reduced from 33% to 30%.

5. **Maximum collared rate percentage decrease.** The maximum decrease was changed from plus 7.6% to an 11% decrease.
6. **Capped excess premium.** The maximum excess premium was increased from \$85,000 to \$89,250 (a 5% increase) in accordance with the decisions made by the Programs Committee during its rating plan review meeting in February, 2017.
7. **Minimum administrative costs.** This was increased from \$600 to \$660 (a 10% increase), in accordance with the decisions made by the Programs Committee during its rating plan review meeting in February, 2017.
8. **Maximum administrative costs.** This remains at \$60,000.
9. **Minimum premium.** The minimum premium was increased from \$2,152 to \$2,474 (a 15% increase) in accordance with the decisions made by the Programs Committee during its rating plan review meeting in February, 2017.

Long noted that the allocation being presented results in total funding of \$4,164,118 which is a difference of \$235. The FY 18/19 funding results in a decrease of 1% compared to FY 17/18.

A motion was made to approve the FY 18/19 Liability Program Member Allocation and the allocation factors as presented allowing Staff to revise the allocation with exposure information as appropriate.

- First:** Raven Tyson
Second: Gigi Kiama

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

C6. Property Program Member Allocation for FY 18 19

Mimi Long stated that the Programs Committee is responsible for approving the final member allocation and the allocation factors for the FY 18/19 Property Program Member Allocation. The FY 18/19 Property Program Member Allocation results in a total premium of \$2,244,762. This is a 2% (or \$44,755) increased compared to FY 17/18. The total property program premium also includes the costs of the limited earthquake, pollution, and cyber coverage. The total Property Program costs have been allocated to the members based on the approved allocation formula documented in Policy and Procedure P-1. The following factors have been included in the allocation and require approval by the Programs Committee:

1. **Basic rates:** .1376 for real property and business interruption/rents and .1651 for business personal property. TABLE 1 below notes the program’s historical rates.

Property Program Historical Rates						
Coverage	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19	% Diff
Real Property, Business Interruption and Rents	0.1730	0.1424	0.1402	0.1340	0.1376	3%
Business Personal Property	0.2076	0.1709	0.1682	0.1608	0.1651	3%

2. **Maximum premium for calculating the size credit:** \$600,000 (*No change from the FY 17/18 calculation.*)
3. **Maximum size credit rate percentage:** 30% (*One member received the entire 30% size credit – no change from the FY 17/18 calculation.*)
4. **Minimum premium:** \$600 (*No change from FY 17/18 calculation.*)
5. **Loss ratio surcharge schedule:** Revised as shown in Table 2 below. (*The loss ratio surcharge schedule was updated as shown below in accordance with the decisions made by the Programs Committee during its rating plan review meeting in February, 2017.*)

Loss Ratio Surcharge	FY 17/18	FY 18/19
Less than 40%	None	None
Between 40% and 60%	None	5%
Between 60% and 100%	10%	10%
Between 100% and 150%	20%	20%
Between 150% and 300%	20%	30%
Excess of 300%	20%	40%

A motion was made to approve the FY 18/19 Property Program Allocation Factors as shown above and the member allocation as presented allowing Staff to revise the allocation with updated property value information when received from the members.

First: Jun Reina
Second: Jason Porth

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

C7. Crime Program Member Allocation for FY 18 19

Mimi Long state that the Programs Committee is responsible for approving the final member allocation and the allocation factors for FY 18/19 Crime Program.

The AORMA Committee approved the total crime program costs for FY 18/19 of \$231,875 which represents a reduction of \$46,406 or 17% as compared to the FY 17/18 program costs. The Crime Program has an annual aggregate limit of \$100,000. At June 30, 2017, the Crime Program fund balance was \$412,604; therefore, the AORMA Committee waived the pooled layer funding for FY 18/19. The total Crime Program costs have been allocated to the members based on the approved allocation formula documented in Policy and Procedure C-1.

The following factors have been included in the allocation and require approval by the Programs Committee:

1. **Basic rate:** .000414. This rate was lowered from .00051 in FY 17/18.
2. **Maximum premium for calculating the size credit:** \$6,000; Staff reduced the maximum premium from \$10,000 to \$6,000 in order to give approximately 10% of the members the maximum 30% size credit. (Ten members received the 30% size credit.)
3. **Maximum size credit rate percentage:** 30% - No change.
4. **Minimum premium:** The minimum premium is applied to those Members with no payroll or whose final premium does not exceed the minimum premium required based on total expenditures. Between FY 16/17 and FY 18/19, the program premium decreased by approximately 30%. In response, the minimum premiums were reduced as well as shown on Table 1 below. In order to reduce the minimum premiums, Staff assigned a minimum premium of between .02% and .016% of the minimum expenditures within each grouping. As noted within Table 3 attached, Staff also reviewed the new minimum premiums against the premiums for those Members with payroll or who are not subject to a minimum premium. The majority of Members with expenditures of less than \$15,000,000 are subject to the minimum premiums.

TABLE 1

Expenditures Less Than	FY 17/18 Minimum Premium	Expenditures Less Than	FY 18/19 Minimum Premium	Rate	% Diff	\$ Diff
1,000,000	250	1,000,000	200	0.0200%	-20%	(50)
1,250,000	500	1,250,000	250	0.0200%	-50%	(250)
1,500,000	750	1,500,000	300	0.0200%	-60%	(450)
2,000,000	1,000	2,000,000	400	0.0200%	-60%	(600)
3,000,000	1,250	3,000,000	600	0.0200%	-52%	(650)
4,000,000	1,500	4,000,000	800	0.0200%	-47%	(700)
5,000,000	1,750	5,000,000	1,000	0.0200%	-43%	(750)
6,000,000	2,000	6,000,000	1,200	0.0200%	-40%	(800)
7,000,000	2,250	7,000,000	1,400	0.0200%	-38%	(850)
8,000,000	2,383	8,000,000	1,520	0.0190%	-36%	(863)
9,000,000	2,516	9,000,000	1,620	0.0180%	-36%	(896)
10,000,000	2,649	10,000,000	1,700	0.0170%	-36%	(949)
12,500,000	2,750	12,500,000	2,188	0.0175%	-20%	(563)
15,000,000	2,875	15,000,000	2,550	0.0170%	-11%	(325)
17,500,000	3,000	17,500,000	2,888	0.0165%	-4%	(113)
20,000,000	3,125	Over 17,500,000	3,200	0.0160%	2%	75

5. **Loss ratio surcharge schedule:** The Loss Rating Surcharge Ratios were changed in accordance with the decisions made by the Programs Committee during its every three-year review of the Crime Program member allocation formula. See Table 2 below. Only one Member received a loss surcharge of 40% which increased its premium by \$7,940; however, the final premium is still lower than last year’s premium due to the program rate decrease.

TABLE 2

Loss Rating Surcharge Schedule		
Surcharge Ratio	FY 17/18	FY 18/19
Less than 50%	0%	0%
Over 50%	10%	0%
Over 100%	20%	20%
Over 200%	20%	40%
Over 300%	20%	50%

A motion was made to approve the FY 18/19 Crime Program Allocation Factors and the member allocation as presented allowing Staff to revise the allocation with updated expenditure and/or payroll information as appropriate.

First: Raven Tyson
Second: Jason Porth

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			

Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

C8. Unemployment Insurance Program Member Allocation for FY 18 19

Mimi Long state the AORMA Unemployment Insurance Program (UIP) member allocation uses two factors – paid claims and administrative costs – in order to calculate each member’s deposit premium. Each member must maintain a minimum fund balance of two times its average annual losses. If the member’s fund balance is below the minimum, annually, the member will be assessed an amount not to exceed 20% of the additional funding required to achieve the minimum fund balance. The FY 18/19 UIP member allocation has been calculated in accordance with Policy and Procedure UI-1 and is being presented for the Programs Committee’s approval.

The UIP member allocation results in a total deposit for FY 18/19 of \$1,739,385. This is a decrease of \$185,170 or 10% compared to FY 17/18.

In order to stabilize each member’s annual deposits, the premium is based on the member’s average annual claims over a five year period. Unlike the liability and workers’ compensation programs, the members within the UIP do not share in each other losses. Therefore, this program is referred to as a banking program rather than a pooled program.

A motion was made to approve the FY 18/19 UIP member allocation as presented.

- First:** Gigi Kiama
- Second:** Jun Reina

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

C9. Discussion and Recommendation for New Programs Committee Chair and New Members for the Programs Committee

Mimi Long explained per Policy and Procedure A-2 that the Programs Committee shall have a minimum of five members, and at least two will also serve on the AORMA Committee. Since Gigi Kiama stepped down from the AORMA Committee, only one Programs Committee member, Bill Olmsted, serves on both the Programs Committee and the AORMA Committee. The

Committee members was asked to recommend to the AORMA Committee Chair that Bill Olmstead be appointed to serve as the new Programs Committee Chair. The Committee members also discussed prospects to serve on the AORMA Committee (either new or existing Programs Committee members.)

A motion was made to recommend Bill Olmstead as the new Programs Committee Chair to the AORMA Committee.

First: Jun Reina
Second: Raven Tyson

NAME	AYE	ABSTAIN	NAY	ABSENT
Gigi Kiama	X			
Bill Olmsted	X			
Jason Porth	X			
Jun Reina	X			
Raven Tyson	X			

Motion carried.

C10. Unemployment Insurance Programs Claims Administration

Mimi Long explained the cost for the UIP claims administration with Equifax is \$14,000 annually. Employers Edge charges \$30,044 annually. The AORMA Committee met on October 26, 2017 and discussed the recommendation made by the Unemployment Insurance Program (UIP) ad hoc committee to move the UIP claims administration from Employers Edge to Equifax effective July 1, 2018. The AORMA Committee agreed with the ad hoc committee’s recommendation and approved a new contract with Equifax. The AORMA committee delegated authority to the CSURMA Secretary-Auditor to finalize the contract with Equifax for claims administration of the unemployment insurance program.

D. INFORMATION ITEMS

The Committee Members reviewed the information items.

- D1. 2018 CSURMA AORMA Meeting Calendar**
- D2. FY 17 18 AORMA Long Range Action Plan**
- D3. AORMA Committee and Standing Committee Roster**

E. ADJOURNMENT

A motion was made to adjourn the meeting at 8:47 AM

WORKERS' COMPENSATION PROGRAM VOLUNTEER CLAIMS

ISSUE: Policy and Procedure W-6, confirms that a workers' compensation program member may elect to extend its workers' compensation coverage to its volunteers. It also outlines the procedures to be followed in order to extend coverage, and it notes that the volunteer losses may be reviewed annually to ensure the rating integrity of the workers' compensation program.

Currently, the workers' compensation member allocation formula does not include a premium charge for volunteers. Since inception of the AORMA workers' compensation program in 2005, the total incurred for volunteer losses is \$207,006. Only six losses are in excess of \$1,500.

RECOMMENDATION: Staff recommends that the Committee discuss the volunteer claims and direct staff as appropriate. Staff is not recommending a change to the rating plan at this time.

FISCAL IMPACT: None at this time.

BACKGROUND: The workers' compensation program member allocation formula does not contemplate a prospective premium charge for a Member's volunteers; however, the volunteer loss costs are included in the Member's experience modification factor (EMF) calculation which in effect introduces a retrospective premium charge. The EMF calculation estimates the Member's expected losses using its historical payroll as a guide. If the Member's actual losses are in excess of the expected losses, the Member's uncapped/unbalanced EMF will be higher than 1.00. Shown below is an example of how one volunteer claim in the amount of \$42,564 resulted in an EMF increase from .92 to 1.29 (unbalanced/uncapped) and from 1.04 to 1.25 (capped/balanced).

Coverage Period	Losses Valued @		Experience Modification Factors	Losses Valued @	
	6/30/2016	6/30/2017		6/30/2016	6/30/2017
2013/14	\$0		Unbalanced, Uncapped EMF	0.92	1.29
2014/15	\$814	\$814	EMF - AORMA Pool	0.79	0.78
2015/16	\$1,900	\$500	Balanced, Uncapped EMF	1.16	1.64
2016/17		\$42,564	Prior Balanced, Capped EMF	0.91	1.04
			Balanced, Capped EMF	1.04	1.25
			Change	15%	20%

PUBLICATION: None.

ATTACHMENT(S):

- a. Workers' Compensation volunteer claims (sorted by total incurred, date of loss and member)
- b. Policy and Procedure W-5 – Workers' Compensation Volunteer Coverage

**AORMA Workers' Compensation Program
Volunteers Claims
FY 04/05 - FY 17/18**

Date of Injury	Struct Name	Campus	Insured	Incident Type Desc	Injury Illness Desc	Tot Inc
03-31-2005	Student Life and Service	Sacramento	AO CSU Sacramento ASI	Bitten	All Other (Specific) Injuries, NOC	\$173.82
FY 04/05 Total:						\$173.82
02-26-2006	Student Union	Chico	AO CSU Chico ASI	Caught In, Under or Between, NOC	Crushing	\$186.38
03-21-2006	3801 W Temple Ave., Bldg 35	Pomona	AO Cal Poly Pomona ASI	Struck or Injury By, NOC	Fracture	\$1,003.88
05-20-2006	ALL	Long Beach	AO CSU Long Beach ASI	Struck or Injury By, NOC	Sprain	\$8,808.66
06-26-2006	Dining Services	San Jose	AO SJSU Spartan Shops Inc	Running and Training	Sprain	\$6,209.01
FY 05/06 Total:						\$16,207.93
10-14-2006	Activity Fee	Chico	AO CSU Chico ASI	Running and Training	Strain	\$512.83
01-14-2007	Activity Fee	Chico	AO CSU Chico ASI	Fall, Slip or Trip, NOC	Contusion (Bruise, Skin Surface)	\$217.00
02-17-2007	Activity Fee	Chico	AO CSU Chico ASI	Strain or Injury By, NOC	Fracture	\$1,188.41
04-14-2007	Agriculture/Swanton/Dairy	San Luis Obispo	AO Cal Poly Corporation	Fall/Slip From a Different Level	Foreign Body (Eye)	\$827.27
05-10-2007	Aztec Center	San Diego	AO San Diego State Univ ASI	Fall, Slip or Trip, NOC	Sprain	\$81.75
FY 06/07 Total:						\$2,827.26
09-11-2007	Dining Services	San Jose	AO SJSU Spartan Shops Inc	Struck or Injury By, NOC	Strain	\$1,205.78
09-27-2007	Student Union	Chico	AO CSU Chico ASI	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$229.10
04-03-2008	ASI Recreation Center	San Luis Obispo	AO Cal Poly Univ SLO ASI	Fall/Slip From a Different Level	Fracture	\$396.32
FY 07/08 Total:						\$1,831.20
10-05-2008	Activity Fee	Chico	AO CSU Chico ASI	Collision with Another Vehicle	Strain	\$269.46
03-19-2009	Performing Arts Center	San Luis Obispo	AO Cal Poly Corporation	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$164.39
FY 08/09 Total:						\$433.85
07-28-2009	Administration/Business Office	San Luis Obispo	AO Cal Poly Corporation	Bitten	All Other (Specific) Injuries, NOC	\$278.48
07-28-2009	Administration/Business Office	San Luis Obispo	AO Cal Poly Corporation	Unclassified, Insufficient Data	All Other (Specific) Injuries, NOC	\$148.86
07-30-2009	Administration/Business Office	San Luis Obispo	AO Cal Poly Corporation	Unclassified, Insufficient Data	All Other (Specific) Injuries, NOC	\$248.63
08-25-2009	Mission Bay Aquatic Center	San Diego	AO San Diego State Univ ASI	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$108.12
11-30-2009	Dining Services	San Jose	AO SJSU Spartan Shops Inc	Running and Training	Multiple Physical Injury Only	\$298.45
FY 09/10 Total:						\$1,082.54
09-14-2010	Agriculture/Swanton/Dairy	San Luis Obispo	AO Cal Poly Corporation	Bitten	All Other (Specific) Injuries, NOC	\$215.96
10-02-2010	Student Union	Chico	AO CSU Chico ASI	Jumping	Strain	\$362.80
10-21-2010	3801 W Temple Ave., Bldg 35	Pomona	AO Cal Poly Pomona ASI	Fall, Slip or Trip, NOC	Fracture	\$13,185.00
01-17-2011	Julian A. McPhee University Union	San Luis Obispo	AO Cal Poly Univ SLO ASI	Strain or Injury By, NOC	Multiple Physical Injury Only	\$653.61
01-22-2011	Julian A. McPhee University Union	San Luis Obispo	AO Cal Poly Univ SLO ASI	Cut, Punctured, Scraped, NOC	Laceration	\$667.51
03-16-2011	Student Union	Chico	AO CSU Chico ASI	Strain or Injury By, NOC	Strain	\$0.00
FY 10/11 Total:						\$15,084.88

**AORMA Workers' Compensation Program
Volunteers Claims
FY 04/05 - FY 17/18**

Date of Injury	Struct Name	Campus	Insured	Incident Type Desc	Injury Illness Desc	Tot Inc
10-12-2011	Activity Fee	Chico	AO CSU Chico ASI	Strain or Injury By, NOC	Fracture	\$411.70
10-14-2011	Activity Fee	Chico	AO CSU Chico ASI	Unclassified, Insufficient Data	No Physical Injury	\$0.00
02-11-2012	Julian A. McPhee University Union	San Luis Obispo	AO Cal Poly Univ SLO ASI	Cut, Punctured, Scraped, NOC	Laceration	\$624.85
05-03-2012	Corporate Overhead	Chico	AO CSU Chico ASI	Cut, Punctured, Scraped, NOC	Laceration	\$0.00
06-28-2012	Sponsored Projects	San Luis Obispo	AO Cal Poly Corporation	Unclassified, Insufficient Data	Multiple Injury Inc. Physical & Psychological	\$819.28

FY 11/12 Total: \$1,855.83

08-20-2012	Administrative	San Diego	AO San Diego State Univ ASI	Lifting	Strain	\$271.20
09-05-2012	Grants and Contracts	San Marcos	AO CSU San Marcos Corporation	Lifting	Strain	\$924.18
01-29-2013	Agriculture/Swanton/Dairy	San Luis Obispo	AO Cal Poly Corporation	Collision with Another Vehicle	Fracture	\$110,425.39

FY 12/13 Total: \$111,620.77

07-17-2013	TUC Grants & Contracts	Northridge	AO The Univ Corp/CSU N	Other Injury NEC	Sprain	\$288.57
07-25-2013	Mission Bay Aquatic Center	San Diego	AO San Diego State Univ ASI	Cut, Punctured, Scraped, NOC	Laceration	\$796.10
09-17-2013	Student Union	Chico	AO CSU Chico ASI	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$70.10
09-23-2013	3801 W Temple Ave., Bldg 35	Pomona	AO Cal Poly Pomona ASI	Other Injury NEC	Contusion (Bruise, Skin Surface)	\$201.40
10-26-2013	Activity Fee	Chico	AO CSU Chico ASI	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$0.00
10-26-2013	Activity Fee	Chico	AO CSU Chico ASI	Bitten	All Other (Specific) Injuries, NOC	\$0.00
10-26-2013	Activity Fee	Chico	AO CSU Chico ASI	Bitten	All Other (Specific) Injuries, NOC	\$0.00
11-06-2013	Activity Fee	Chico	AO CSU Chico ASI	Cut, Punctured, Scraped, NOC	Laceration	\$0.00

FY 13/14 Total: \$1,356.17

10-12-2014	ASI Recreation Center	San Luis Obispo	AO Cal Poly Univ SLO ASI	Unclassified, Insufficient Data	Unclassified, Insufficient Data	\$489.19
01-29-2015	Sponsored Projects	San Luis Obispo	AO Cal Poly Corporation	Cut, Punctured, Scraped, NOC	Laceration	\$269.46
02-05-2015	Agriculture/Swanton/Dairy	San Luis Obispo	AO Cal Poly Corporation	Unclassified, Insufficient Data	Dermatitis	\$132.49

FY 14/15 Total: \$891.14

07-05-2015	Campus Program/Other	Pomona	AO Cal Poly Pomona Foundation	Lifting	Strain	\$2,270.61
07-31-2015	Campus Recreation	San Diego	AO San Diego State Univ ASI	Other Injury NEC	Unclassified, Insufficient Data	\$308.66
09-14-2015	TUC Grants & Contracts	Northridge	AO The Univ Corp/CSU N	Fall, Slip or Trip, NOC	Sprain	\$0.00
10-24-2015	3801 W Temple Ave., Bldg 35	Pomona	AO Cal Poly Pomona ASI	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$1,431.03

FY 15/16 Total: \$4,010.30

09-26-2016	Capital Public Radio, Inc.	Sacramento	AO Capital Public Radio Inc	Fall/Slip From a Different Level	Dislocation	\$49,630.00
10-27-2016	AS Special Events & Programming	San Jose	AO SJSU ASI	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$0.00

FY 16/17 Total: \$49,630.00

01-30-2018	Children's Center	San Bernardino	AO Univ Enterprises Corp CSUSB	Struck/Injured By Patient	Laceration	\$0.00
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FY 17/18 Total: \$0.00

AORMA Workers' Compensation Program
All Years - Volunteers Claims
Sorted by Total Incurred

Date of Loss	Clm Stat Desc	Part/Target Desc	Source Desc	Cause Cd Desc	Nature/Result Desc	Tot Inc
01-29-2013	Closed	Lower Leg	Struck By	Collision with Another Vehicle	Fracture	\$110,425.39
09-26-2016	Open	Whole Body	Slip and Fall	Fall/Slip From a Different Level	Dislocation	\$49,630.00
10-21-2010	Closed	Ankle	Slip and Fall	Fall, Slip or Trip, NOC	Fracture	\$13,185.00
05-20-2006	Closed	Hip	Struck By	Struck or Injury By, NOC	Sprain	\$8,808.66
06-26-2006	Closed	Ankle	Overexertion	Running and Training	Sprain	\$6,209.01
07-05-2015	Closed	Upper Back Area (Thoracic Area)	Overexertion	Lifting	Strain	\$2,270.61
10-24-2015	Closed	Foot	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$1,431.03
09-11-2007	Closed	Multiple Body Parts	Struck By	Struck or Injury By, NOC	Strain	\$1,205.78
02-17-2007	Closed	Hand	Overexertion	Strain or Injury By, NOC	Fracture	\$1,188.41
03-21-2006	Closed	Nose	Struck By	Struck or Injury By, NOC	Fracture	\$1,003.88
09-05-2012	Closed	Multiple Upper Extremities	Overexertion	Lifting	Strain	\$924.18
04-14-2007	Closed	Hand	Slip and Fall	Fall/Slip From a Different Level	Foreign Body (Eye)	\$827.27
06-28-2012	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	Multiple Injury Inc. Physical & Psychological	\$819.28
07-25-2013	Closed	Toe(s)	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$796.10
01-22-2011	Closed	Lower Arm	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$667.51
01-17-2011	Closed	Multiple Body Parts	Overexertion	Strain or Injury By, NOC	Multiple Physical Injury Only	\$653.61
02-11-2012	Closed	Hand	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$624.85
10-14-2006	Closed	Ankle	Overexertion	Running and Training	Strain	\$512.83
10-12-2014	Closed	Great Toe	Not Provided/NOC/Insufficient Data	Unclassified, Insufficient Data	Unclassified, Insufficient Data	\$489.19
10-12-2011	Closed	Ankle	Overexertion	Strain or Injury By, NOC	Fracture	\$411.70
04-03-2008	Closed	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Slip and Fall	Fall/Slip From a Different Level	Fracture	\$396.32
10-02-2010	Closed	Knee	Overexertion	Jumping	Strain	\$362.80
07-31-2015	Closed	Head NEC	Not Provided/NOC/Insufficient Data	Other Injury NEC	Unclassified, Insufficient Data	\$308.66
11-30-2009	Closed	Multiple Body Parts	Overexertion	Running and Training	Multiple Physical Injury Only	\$298.45
07-17-2013	Closed	Ankle	Not Provided/NOC/Insufficient Data	Other Injury NEC	Sprain	\$288.57
07-28-2009	Closed	Multiple Body Parts	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$278.48
08-20-2012	Closed	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Overexertion	Lifting	Strain	\$271.20
10-05-2008	Closed	Upper Back Area (Thoracic Area)	Struck By	Collision with Another Vehicle	Strain	\$269.46
01-29-2015	Closed	Finger(s)	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$269.46
07-30-2009	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	All Other (Specific) Injuries, NOC	\$248.63
09-27-2007	Closed	Great Toe	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$229.10
01-14-2007	Closed	Head NEC	Slip and Fall	Fall, Slip or Trip, NOC	Contusion (Bruise, Skin Surface)	\$217.00
09-14-2010	Closed	Upper Back Area (Thoracic Area)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$215.96
09-23-2013	Closed	Finger(s)	Not Provided/NOC/Insufficient Data	Other Injury NEC	Contusion (Bruise, Skin Surface)	\$201.40

AORMA Workers' Compensation Program
All Years - Volunteers Claims
Sorted by Total Incurred

Date of Loss	Clm Stat Desc	Part/Target Desc	Source Desc	Cause Cd Desc	Nature/Result Desc	Tot Inc
02-26-2006	Closed	Thumb	Not Provided/NOC/Insufficient Data	Caught In, Under or Between, NOC	Crushing	\$186.38
03-31-2005	Closed	Upper Arm (Incl. Clavicle & Scapula)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$173.82
03-19-2009	Closed	Foot	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$164.39
07-28-2009	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	All Other (Specific) Injuries, NOC	\$148.86
02-05-2015	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	Dermatitis	\$132.49
08-25-2009	Closed	Skull	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$108.12
05-10-2007	Closed	Wrist	Slip and Fall	Fall, Slip or Trip, NOC	Sprain	\$81.75
09-17-2013	Closed	Toe(s)	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$70.10
03-16-2011	Closed	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Overexertion	Strain or Injury By, NOC	Strain	\$0.00
10-14-2011	Closed	No Physical Injury	Not Provided/NOC/Insufficient Data	Unclassified, Insufficient Data	No Physical Injury	\$0.00
05-03-2012	Closed	Finger(s)	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$0.00
10-26-2013	Incident	Multiple Head Injury	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$0.00
10-26-2013	Incident	Finger(s)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$0.00
10-26-2013	Incident	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$0.00
11-06-2013	Incident	Hand	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$0.00
09-14-2015	Incident	Ankle	Slip and Fall	Fall, Slip or Trip, NOC	Sprain	\$0.00
01-30-2018	Incident	Face, Multiple Parts	Assault	Struck/Injured By Patient	Laceration	\$0.00
10-27-2016	Closed	Nose	Assault	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$0.00

AORMA Workers' Compensation Program
All Years - Volunteers Claims
Sorted by Auxiliaries

Date of Loss	Clm Stat Desc	Part/Target Desc	Source Desc	Cause Cd Desc	Nature/Result Desc	Tot Inc
Chico, ASI						
02-26-2006	Closed	Thumb	Not Provided/NOC/Insufficient Data	Caught In, Under or Between, NOC	Crushing	\$186.38
01-14-2007	Closed	Head NEC	Slip and Fall	Fall, Slip or Trip, NOC	Contusion (Bruise, Skin Surface)	\$217.00
10-14-2006	Closed	Ankle	Overexertion	Running and Training	Strain	\$512.83
02-17-2007	Closed	Hand	Overexertion	Strain or Injury By, NOC	Fracture	\$1,188.41
09-27-2007	Closed	Great Toe	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$229.10
10-05-2008	Closed	Upper Back Area (Thoracic Area)	Struck By	Collision with Another Vehicle	Strain	\$269.46
03-16-2011	Closed	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Overexertion	Strain or Injury By, NOC	Strain	\$0.00
10-02-2010	Closed	Knee	Overexertion	Jumping	Strain	\$362.80
10-14-2011	Closed	No Physical Injury	Not Provided/NOC/Insufficient Data	Unclassified, Insufficient Data	No Physical Injury	\$0.00
05-03-2012	Closed	Finger(s)	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$0.00
10-12-2011	Closed	Ankle	Overexertion	Strain or Injury By, NOC	Fracture	\$411.70
10-26-2013	Incident	Multiple Head Injury	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$0.00
10-26-2013	Incident	Finger(s)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$0.00
10-26-2013	Incident	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$0.00
11-06-2013	Incident	Hand	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$0.00
09-17-2013	Closed	Toe(s)	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$70.10
Total:						\$3,447.78

Long Beach, ASI

05-20-2006	Closed	Hip	Struck By	Struck or Injury By, NOC	Sprain	\$8,808.66
Total:						\$8,808.66

Northridge, University Corp

07-17-2013	Closed	Ankle	Not Provided/NOC/Insufficient Data	Other Injury NEC	Sprain	\$288.57
09-14-2015	Incident	Ankle	Slip and Fall	Fall, Slip or Trip, NOC	Sprain	\$0.00
Total:						\$288.57

Pomona, ASI

03-21-2006	Closed	Nose	Struck By	Struck or Injury By, NOC	Fracture	\$1,003.88
10-21-2010	Closed	Ankle	Slip and Fall	Fall, Slip or Trip, NOC	Fracture	\$13,185.00
09-23-2013	Closed	Finger(s)	Not Provided/NOC/Insufficient Data	Other Injury NEC	Contusion (Bruise, Skin Surface)	\$201.40
10-24-2015	Closed	Foot	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$1,431.03
Total:						\$15,821.31

Pomona, Foundation

07-05-2015	Closed	Upper Back Area (Thoracic Area)	Overexertion	Lifting	Strain	\$2,270.61
Total:						\$2,270.61

Sacramento, Capital Public Radio

AORMA Workers' Compensation Program
All Years - Volunteers Claims
Sorted by Auxiliaries

Date of Loss	Clm Stat Desc	Part/Target Desc	Source Desc	Cause Cd Desc	Nature/Result Desc	Tot Inc
09-26-2016	Open	Whole Body	Slip and Fall	Fall/Slip From a Different Level	Dislocation	\$49,630.00
Total:						\$49,630.00

Sacramento, ASI

03-31-2005	Closed	Upper Arm (Incl. Clavicle & Scapula)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$173.82
Total:						\$173.82

San Bernardino, University Enterprises

01-30-2018	Incident	Face, Multiple Parts	Assault	Struck/Injured By Patient	Laceration	\$0.00
Total:						\$0.00

San Diego, ASI

05-10-2007	Closed	Wrist	Slip and Fall	Fall, Slip or Trip, NOC	Sprain	\$81.75
08-25-2009	Closed	Skull	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$108.12
08-20-2012	Closed	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Overexertion	Lifting	Strain	\$271.20
07-25-2013	Closed	Toe(s)	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$796.10
07-31-2015	Closed	Head NEC	Not Provided/NOC/Insufficient Data	Other Injury NEC	Unclassified, Insufficient Data	\$308.66
Total:						\$1,565.83

San Jose, ASI

10-27-2016	Closed	Nose	Assault	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$0.00
Total:						\$0.00

San Jose, Spartan Shops

06-26-2006	Closed	Ankle	Overexertion	Running and Training	Sprain	\$6,209.01
09-11-2007	Closed	Multiple Body Parts	Struck By	Struck or Injury By, NOC	Strain	\$1,205.78
11-30-2009	Closed	Multiple Body Parts	Overexertion	Running and Training	Multiple Physical Injury Only	\$298.45
Total:						\$7,713.24

San Luis Obispo, Corporation

04-14-2007	Closed	Hand	Slip and Fall	Fall/Slip From a Different Level	Foreign Body (Eye)	\$827.27
03-19-2009	Closed	Foot	Struck By	Struck or Injury By, NOC	Contusion (Bruise, Skin Surface)	\$164.39
07-28-2009	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	All Other (Specific) Injuries, NOC	\$148.86
07-30-2009	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	All Other (Specific) Injuries, NOC	\$248.63
07-28-2009	Closed	Multiple Body Parts	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$278.48
09-14-2010	Closed	Upper Back Area (Thoracic Area)	Rubbed or Abraded	Bitten	All Other (Specific) Injuries, NOC	\$215.96
06-28-2012	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	Multiple Injury Inc. Physical & Psychological	\$819.28
01-29-2013	Closed	Lower Leg	Struck By	Collision with Another Vehicle	Fracture	\$110,425.39
02-05-2015	Closed	Multiple Body Parts	Exposure To	Unclassified, Insufficient Data	Dermatitis	\$132.49
01-29-2015	Closed	Finger(s)	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$269.46
Total:						\$113,530.21

AORMA Workers' Compensation Program
All Years - Volunteers Claims
Sorted by Auxiliaries

Date of Loss	Clm Stat Desc	Part/Target Desc	Source Desc	Cause Cd Desc	Nature/Result Desc	Tot Inc
San Luis Obispo, ASI						
04-03-2008	Closed	Low Back Area (Incl. Lumbar & Lumbo-Sacral)	Slip and Fall	Fall/Slip From a Different Level	Fracture	\$396.32
01-17-2011	Closed	Multiple Body Parts	Overexertion	Strain or Injury By, NOC	Multiple Physical Injury Only	\$653.61
01-22-2011	Closed	Lower Arm	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$667.51
02-11-2012	Closed	Hand	Contact With	Cut, Punctured, Scraped, NOC	Laceration	\$624.85
10-12-2014	Closed	Great Toe	Not Provided/NOC/Insufficient Data	Unclassified, Insufficient Data	Unclassified, Insufficient Data	\$489.19
Total:						\$2,831.48
San Marcos, Corporation						
09-05-2012	Closed	Multiple Upper Extremities	Overexertion	Lifting	Strain	\$924.18
Total:						\$924.18



CSURMA AORMA

**POLICY AND PROCEDURE NO. W-5
(FORMERLY W-6)**

SUBJECT: VOLUNTEER COVERAGE

ADOPTED: JANUARY 12, 2005

EFFECTIVE: JANUARY 1, 2005

**AMENDED: DECEMBER 8, 2009
MARCH 20, 2014
MAY 5, 2016
MARCH 8, 2018**

Should there be any discrepancy between this document and either the MEMORANDUM OF COVERAGE or PARTICIPATION AGREEMENT between the AORMA Committee and the MEMBER, the MEMORANDUM OF COVERAGE and/or the PARTICIPATION AGREEMENT will govern.

POLICY:

It is the policy of AORMA to adopt the procedures outlined in this document for purposes of determining AORMA's exposure to Workers' Compensation claims of volunteers from each MEMBER wishing to provide Worker's Compensation coverage to its volunteers.

PURPOSE:

The CSURMA AORMA COMMITTEE agreed that coverage would be extended to volunteers per California Labor Code Section 3363.6. This Policy and Procedure describes the process by which an evaluation may take place to determine possible CSURMA AORMA exposures to those MEMBERS wishing to insure Worker's Compensation claims involving volunteers.

BACKGROUND:

California Labor Code Section 3363.6 provides that a person who performs voluntary service without pay for a private, nonprofit organization, as designated and authorized by the board of directors of the organization, shall, when the board of directors of the organization, in its sole discretion, so declares in writing and prior to the injury, be deemed an employee of the organization for the purposes of Workers' Compensation while performing such service.

Labor Code Section 3363.6 incorporates the following definition: "voluntary service without pay" shall include:

1. The performance of service by a parent, without remuneration in cash, when rendered to a cooperative parent participation nursery school if such service is required as a condition of participation in the organization.



CSURMA AORMA

POLICY AND PROCEDURE NO. W-5 (FORMERLY W-6)

2. The performance of services by a person who receives no remuneration other than meals, transportation, lodging or reimbursement for incidental expenses.

PROCEDURES:

The following steps will be taken by AORMA MEMBERS to affect the policy:

1. Each MEMBER electing to cover volunteers for Workers' Compensation claims shall provide the Program Administrator a copy of the MEMBER's board resolution declaring that its volunteers shall be deemed employees for the purposes of Workers' Compensation.
2. MEMBERS choosing not to cover volunteers shall file a written statement with AORMA stating that Workers' Compensation coverage shall not be provided to volunteers. This written statement shall also acknowledge that AORMA will not cover the MEMBER's volunteers for Worker's Compensation claims.
3. Beginning in January 2010, the Program Administrator may evaluate the actual losses from volunteers for each MEMBER for the prior Program Year and provide a report of AORMA's volunteer exposure to the AORMA PROGRAMS COMMITTEE at its next scheduled meeting for further information and direction as may be needed to ensure the rating integrity of the plan.

MEMBER APPEAL PROCESS:

If a MEMBER wishes to appeal any decision regarding the application of this Policy and Procedure, the MEMBER must present an appeal in writing to the CSURMA Secretary-Auditor within 30 days of the disputed decision. The Secretary-Auditor shall place the Member's appeal on the AORMA COMMITTEE's agenda at its next regularly scheduled meeting. The AORMA COMMITTEE will review the appeal and inform the Member of the final decision within 5 business days of the final decision.

If a Member wishes to appeal the AORMA COMMITTEE's decision, the Member will notify the CSURMA Secretary-Auditor in writing within 5 business days of receipt of the AORMA COMMITTEE's decision. The CSURMA Executive Committee will then review the appeal at its next meeting or sooner. The CSURMA Executive Committee's decision will be the final determination.



DEFINITIONS:

AORMA: The Auxiliary Organizations Risk Management Alliance is a group of programs that operate within the California State University Risk Management Authority representing the auxiliary organizations.

AORMA COMMITTEE: The governing body of AORMA.

CSURMA - The California State University Risk Management Authority, a California Joint Powers Authority, comprised of the California State University and its auxiliary organizations.

MEMBER – The Member is a signatory to the CSURMA Joint Powers Authority as well as the AORMA Workers’ Compensation Program Participation Agreement.

MEMORANDUM OF COVERAGE – The AORMA Liability Program MEMORANDUM OF COVERAGE is a governing document which outlines the AORMA Liability Program’s definitions, coverages, exclusions and provisions. The AORMA Liability Program MEMORANDUM OF COVERAGE does not provide insurance, but instead provides for pooled-insurance. The MEMORANDUM OF COVERAGE is a negotiated agreement among the MEMBERS of CSURMA AORMA.

PARTICIPATION AGREEMENT – A governing document of CSURMA AORMA which outlines the roles and responsibilities of AORMA and its MEMBERS.

PROGRAMS COMMITTEE - The Programs Committee oversees the management of all programs not otherwise assigned to another committee, including, but not limited to, the Liability, Workers’ Compensation, Property, Crime, Unemployment Insurance, Participant Accident Insurance and Foreign Travel Liability Programs, as well as new program development. The Committee will assist in the review of annual actuarial reports and the development of rating plans for allocation of annual costs, policies and coverage documents. Training, service provider RFP development and selection will also be handled by this Committee. The Programs Committee will act as a liaison to the AOA Human Resources Committee.

**UNEMPLOYMENT INSURANCE PROGRAM CLAIMS
ADMINISTRATION**

ISSUE: Effective July 1, 2018, the Unemployment Insurance Program claims administration will move from Employers Edge to Equifax.

RECOMMENDATION: This item is for information only; no action is requested.

FISCAL IMPACT: The cost for UIP claims administration is included in the FY 18/19 CSURMA budget. The cost for the UIP claims administration with Equifax is \$14,000 annually. Employers Edge charged \$30,044 annually.

BACKGROUND: Staff is working with Equifax to complete the following implementation steps:

1. Finalize and Execute the Claims Administration Contract. Completed
2. Establish Program Contact Directory. Completed
3. Client Organizational Information. Completed
4. Power of Attorneys. Completed
5. Benefit Charge Information. This is in process. Employers Edge will forward Equifax historical claims information as the July 1, 2018 transition date approaches.
6. Termination Data. This is in process. Members have the option of uploading separation information into the Equifax website.
7. Program Communication and Launch. Equifax has scheduled two webinars with the Member to discuss the claims administration process – Thursday, June 21st (1:00 PM) and Thursday, June 28th (9:00 AM).

PUBLICATION: None at this time.

ATTACHMENT(S): None.

REVIEW OF THE CSURMA AORMA LOSS DATA REPORTS

ISSUE: Staff has prepared the attached loss reports for the AORMA Liability and Workers' Compensation coverage programs.

RECOMMENDATION: These reports are provided for information only. Staff recommends that the Committee review the reports and discuss possible training and/or loss control techniques to mitigate certain types of losses that might have high frequency or severity.

FISCAL IMPACT: None at this time.

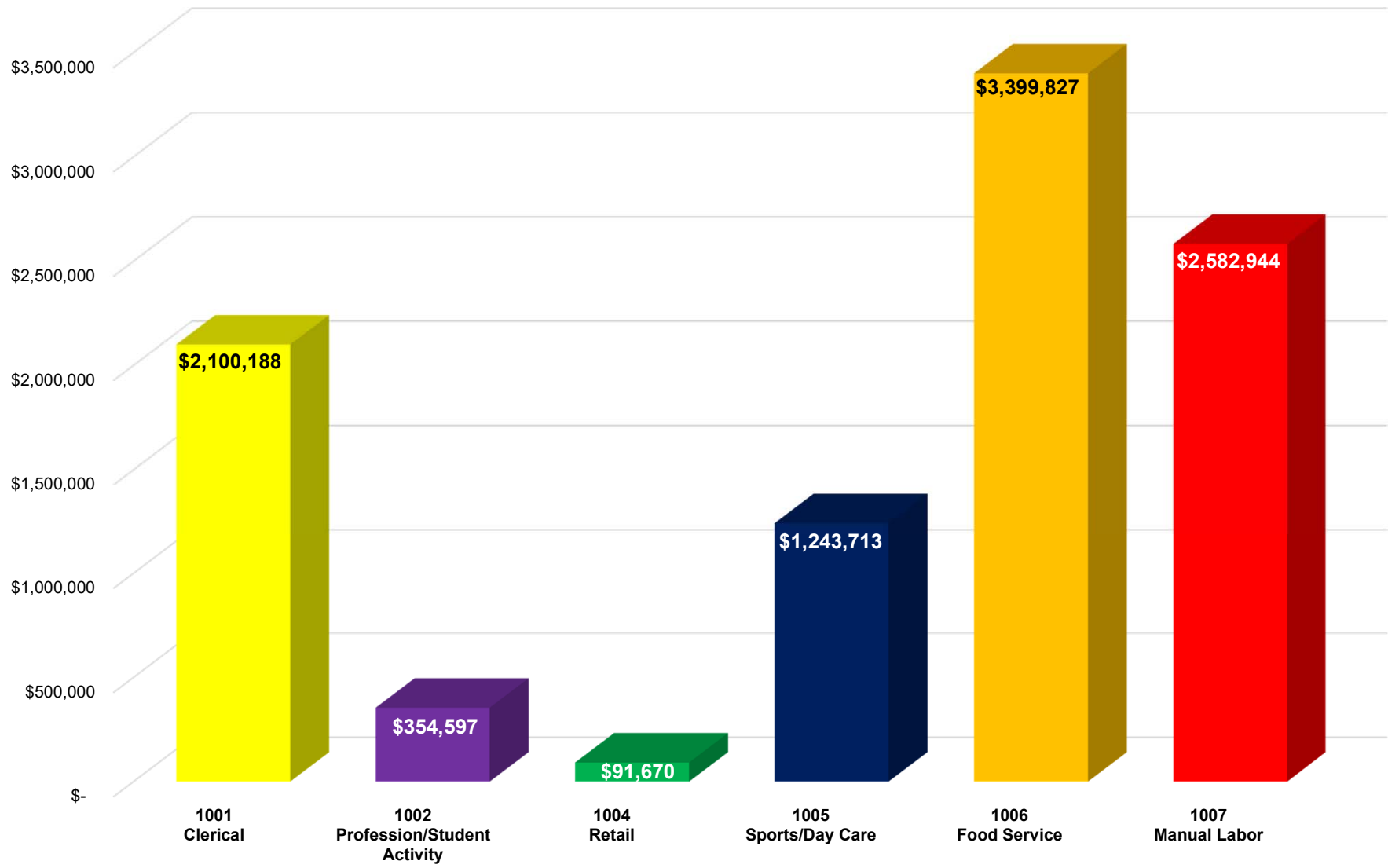
BACKGROUND: Staff has been asked to provide loss data reports to the Committee on a biannual basis – based on losses at June 30 and December 31 of each year.

PUBLICATION: None

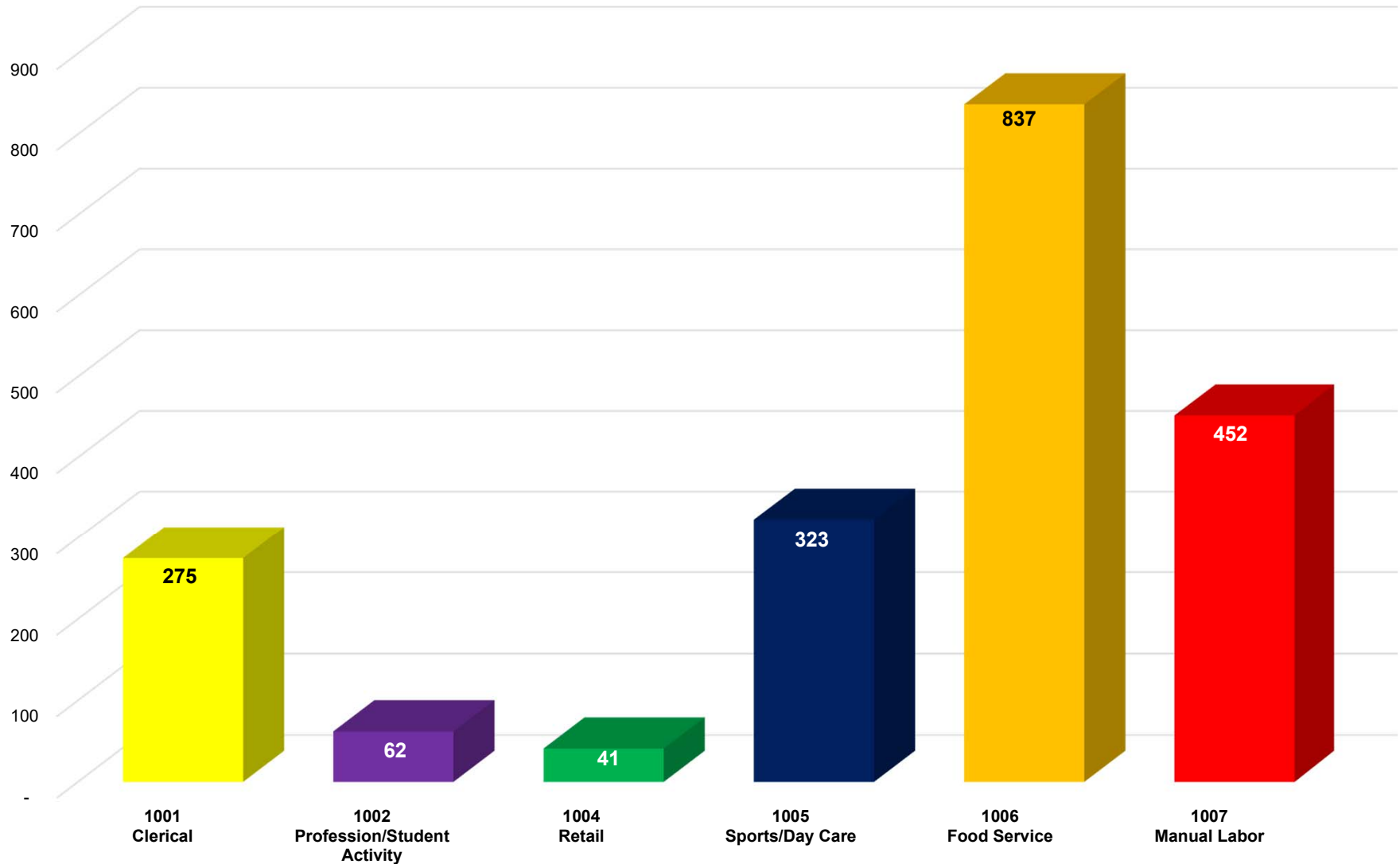
ATTACHMENT(S):

- a. Liability Loss Exhibits
- b. Workers' Compensation Loss Exhibits

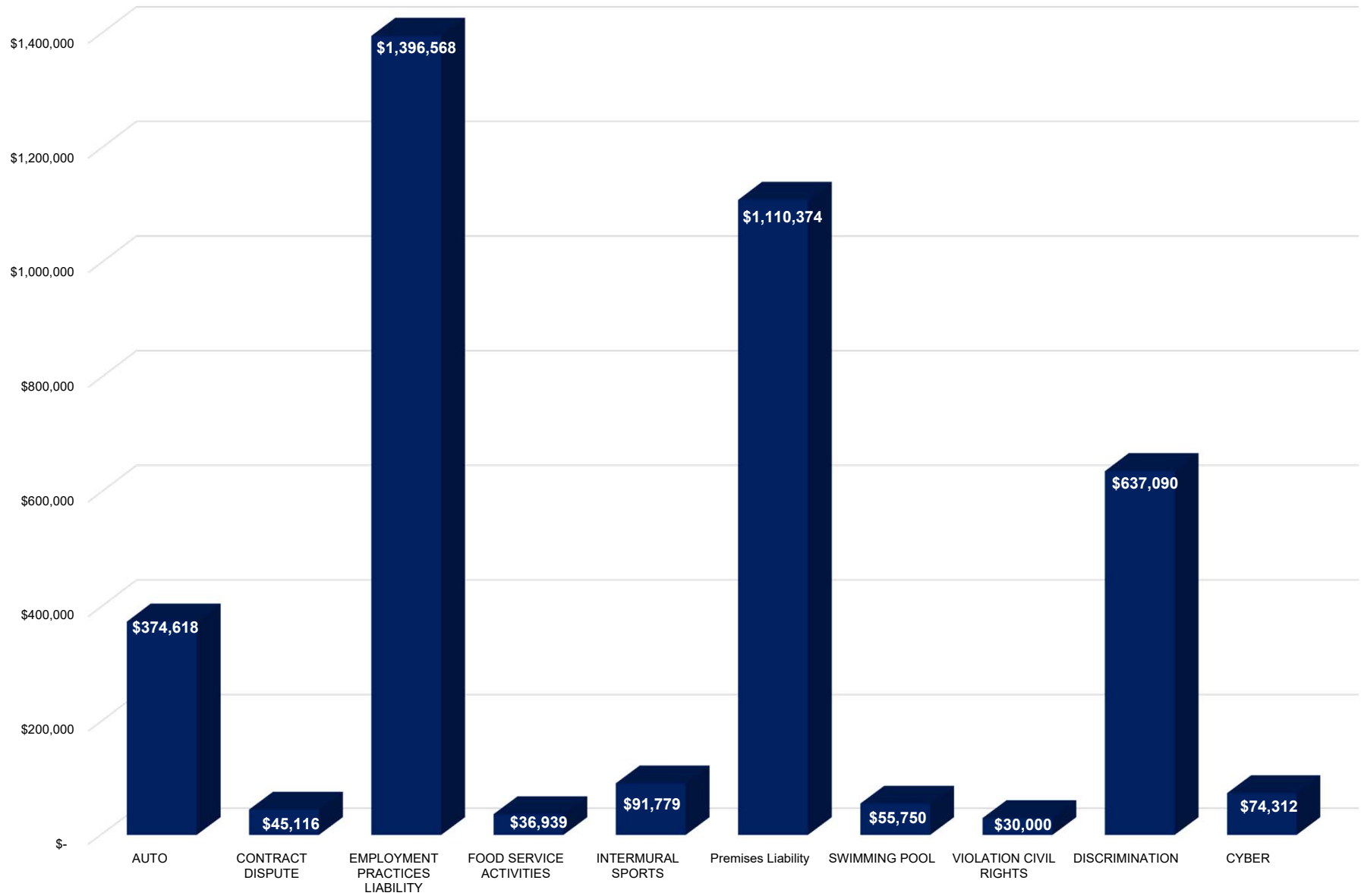
AORMA Workers' Compensation Losses
Total Incurred by Class Code
July 1, 2012 - May 31, 2018



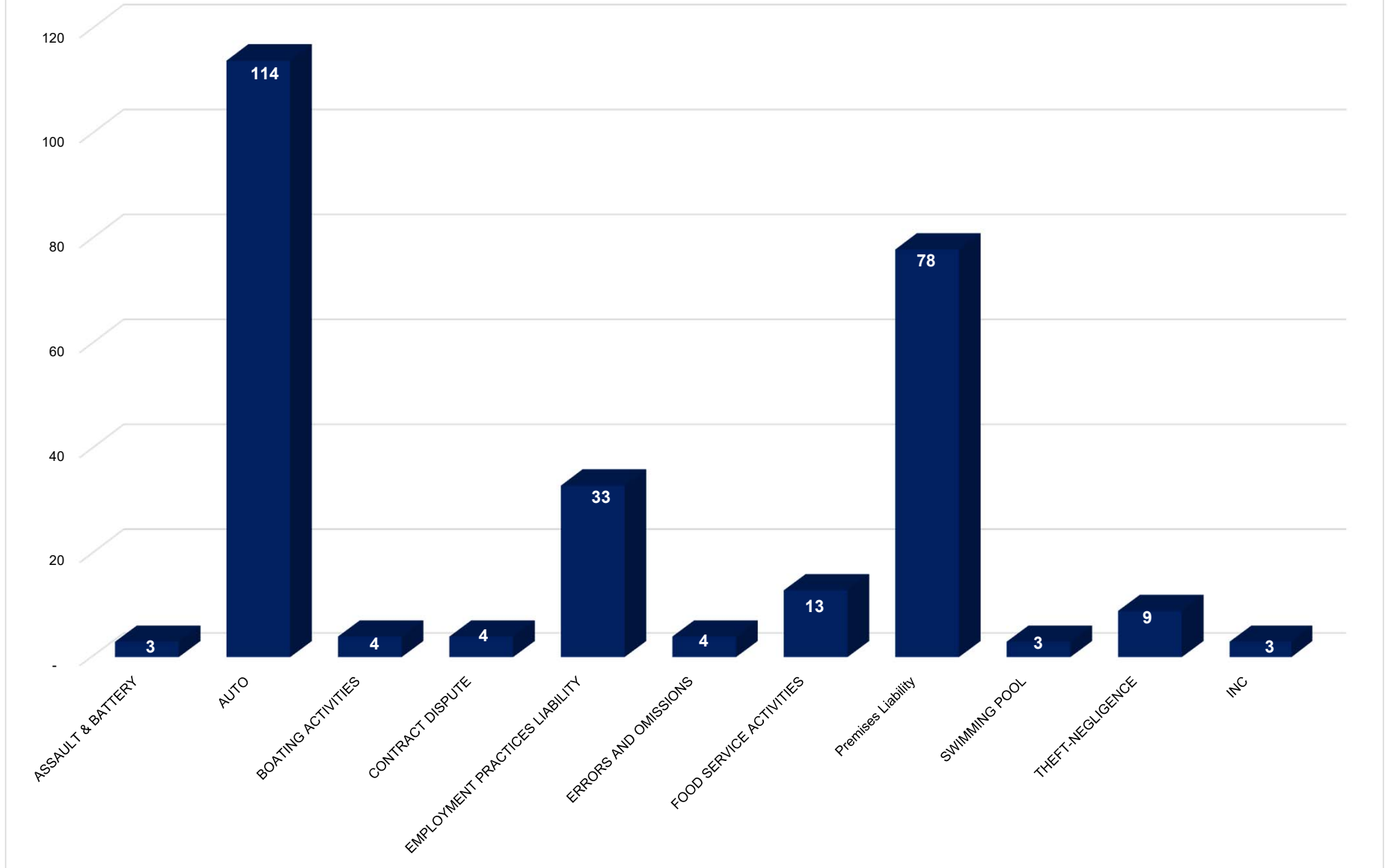
**AORMA Workers' Compensation Losses
Total Frequency by Class Code
July 1, 2012 - May 31, 2018**



**AORMA Liability Losses (Top 10)
Severity of Cause of Loss by Total Incurred
July 1, 2012 - 2018**



AORMA Liability Losses (Top 10)
Frequency of Cause of Loss by Total Incurred
July 1, 2012 - 2018



CLUB LIABILITY INSURANCE PROGRAM (CLIP)

ISSUE: The Club Liability Insurance Program (CLIP) will commence effective July 1, 2018. A summary of the program is attached.

RECOMMENDATION: No action is recommended; this item is for information only.

FISCAL IMPACT: \$153,000 will be allocated to the campuses based on each campus' total percentage of the total University payroll. Each campus will decide independently if the student clubs will be billed for the cost of CLIP.

BACKGROUND: None.

PUBLICATION: Notice has been sent to all members regarding the formation of this new program.

ATTACHMENT(S):

- a. Club Liability Insurance Program – coverage summary



Club Liability Insurance Program (CLIP)

COVERAGE SUMMARY

INSURER:

Lloyd's of London

POLICY TERM:

July 1, 2018 to

July 1, 2019



This is a "claims-made" policy. Coverage is only provided for claims which are both: (1) first made against the Insured during the Policy Period; and (2) reported to the Insurer as soon as practicable, but not later than three years after the Policy Period.

INSURED:

California State University Risk Management Authority

COVERED PARTIES:

1. California State University (CSU)
2. All campuses of the CSU
3. Board of Trustees of the CSU
4. Employees, Faculty, Staff of the CSU
5. Elected/Appointed Officials of the CSU
6. CSU Auxiliary Organizations, and their Employees, Officers, Directors, Volunteers and Agents
7. All Student Clubs Officially Recognized by the CSU
8. All members in Student Clubs Officially Recognized by the CSU

It is a requirement for CLIP coverage that all Officially Recognized Clubs be reported to the Program Administrator.

ADDITIONAL INSUREDS:

Any affiliate institution to whom the Named Insured is obligated by written agreement to provide such coverage as is afforded by this policy.

The Campus Risk Management department will be asked to verify that the club is officially recognized by the CSU prior to requesting a Certificate of Insurance.

The CLIP Insurer will indemnify and defend an additional insured third-party only if there is a written agreement requiring that the third-party be named as an additional insured.

COVERAGES:

1. General Liability, claims-made

COVERAGE DESCRIPTION:

Covers General Liability Coverage for Officially Recognized Clubs (per Executive Order 1068*) of the California State University. Coverage provided for both on and off campus activities.

*<http://www.calstate.edu/eo/eo-1068.html>

LIMITS:

- | | |
|-------------|--|
| \$1,000,000 | Each Loss |
| \$5,000,000 | Aggregate for all Covered Parties, and not per student |

QUESTIONS:

Mimi Long

(415) 403-1423

mlong@alliant.com

Van Rin

(415) 403-1408

vrin@alliant.com

While we believe this Summary of Insurance fairly represents the terms, conditions and exclusions found in your insurance policies, in the event of any differences between the policies themselves and this summary, the policy provision will direct any resolution. This summary is not intended to replace or supersede any of your insurance contracts.

Club Liability Insurance Program (CLIP)

COVERAGE SUMMARY

INSURER:
Lloyd's of London

POLICY TERM:
July 1, 2018 to
July 1, 2019



QUESTIONS:

Mimi Long
(415) 403-1423
mlong@alliant.com

Van Rin
(415) 403-1408
vrin@alliant.com

MEMBER'S DEDUCTIBLE:

\$0 Per Claim

COST:

\$200,000 To be allocated to the campuses based on its percentage of the total University payroll

The campus allocation of the CLIP premium will be included within the total FY 19/20 liability premium. There will be no charge for FY 18/19. The campus allocation of the total CLIP costs will be included in the "early bird" letter that you will receive in the Fall of 2018.

COVERAGE EXTENSIONS:

1. **Damage to Property of Others:** for damage caused accidentally by a Covered Party to the property of others at your location; \$1,000 per incident; \$100,000 aggregate
2. **Assault Coverage:** covers your medical expenses or reimburses you for damage to your property if you are assaulted at your location; \$5,000 per incident; \$100,000 aggregate
3. **Medical Payments:** reimbursement of medical expenses to others injured on your location; \$5,000 per incident; \$100,000 aggregate
4. **First Aid Expenses:** for expenses you incur in rendering first aid to others: \$1,000 per defendant; \$100,000 aggregate
5. **Defendant Expense Benefit:** reimburses you for lost wages and other expenses incurred when you attend a required trial, hearing or proceeding as a defendant in a covered claim: \$1,000 per defendant; \$100,000 aggregate

NO EXCLUSION FOR:

1. Sexual Harassment
2. Abuse or Molestation
3. Corporal Punishment

MAJOR EXCLUSIONS:

1. Automobile Liability
2. Alcohol furnished at Club Activities / Events (unless served by a licensed third party provider)
3. Fraternal Organizations (men and women)
4. Hazing
5. Injuries to Participants while participating in athletic activities
6. Intentional Discrimination

COMMENTS / CONDITIONS:

1. This is a "claims-made" policy. Coverage is only provided for claims which are both: (1) first made against the Insured during the Policy Period; and (2) reported to the Insurer as soon as practicable, but not later than three years after the Policy Period.

While we believe this Summary of Insurance fairly represents the terms, conditions and exclusions found in your insurance policies, in the event of any differences between the policies themselves and this summary, the policy provision will direct any resolution. This summary is not intended to replace or supersede any of your insurance contracts.

INSURER:
Lloyd's of London

POLICY TERM:
*July 1, 2018 to
July 1, 2019*



QUESTIONS:

Mimi Long
(415) 403-1423
mlong@alliant.com

Van Rin
(415) 403-1408
vrin@alliant.com

HOW TO REQUEST A CERTIFICATE OF INSURANCE:

Via CSURMA website – www.csurma.org

- Or -

Via email - CSURMACOI@alliant.com

1. The Campus Risk Management Department will be asked to verify that the club is officially recognized by the CSU prior to submitting a request for a certificate of insurance
2. Include an executed agreement with your request for an additional insured endorsement

HOW TO REPORT A CLAIM:

Alliant Insurance Services, Inc.
100 Pine Street, 11th Floor
San Francisco, CA 94111-5101

Via email – CSURMAclaims@alliant.com

**SERVICE PROVIDER PERFORMANCE EVALUATION OF
CSURMA VENDORS**

ISSUE: CSURMA strives to provide consistency and reliability over time. One key component to accomplishing this goal is evaluating those organizations that provide services to CSURMA. On an annual basis CSU Systemwide Risk Management contacts CSURMA members who regularly use vendor services and asks them to complete an on-line vendor survey.

The complete 2017 Vendor Survey Report will be posted on the CSURMA website.

RECOMMENDATION: This is an information only item; no action is recommended at this time.

FISCAL IMPACT: None.

BACKGROUND: The Service Provider Performance evaluation will assist CSURMA with additional information to support strategic planning. The evaluation is tailored to meet the requirements of CSURMA members and maintain respondent confidentiality in order to elicit candid comments.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA 2017 Annual Vendor Survey Report

2017

CSURMA Auxiliary Survey Results

Prepared by:
Alexis Naiknimbalkar
Organizational Excellence
Office of the Chancellor
Software: Snap Survey Professional 11
Report Date: 03/16/2017

Survey Campus Coordinator Contacts
for survey customization & approval.

	Primary Contact	Additional Contact 1	Additional Contact 2
Name	Leona Ching		
Phone	(562) 951-457		
Email	lching@calstate.edu		

Date Survey Opened: 02/12/2018
 Date Reminder Sent: 02/19/2018 and 02/26/2018
 Date Survey Closed: 03/02/2018

Survey Administration & Analysis

The web-based surveys were conducted using SNAP Survey Professional 10.
 The survey URL was distributed to the sample group via e-mail.
 Analysis was performed and reports created using SNAP Survey Professional 10.

Population and Sample

	Listserve
Total Population	258
Sample	258
Responses	56
Minimum Response Rate	22%

Note: The response rates listed above must be considered as minimum values as they assume that all individuals on the campus-provided e-mail list had an opportunity to take the survey. In reality the number of individuals that will have received the e-mail link is lower than the Sample value due incorrect e-mail addresses, blocked e-mail, etc.

Sample Description

2017 Listserve contacts

Surveys Administered by: Chancellor’s Office

Survey E-mail Letter Invitation Text:

Subject: CSURMA/AORMA Survey - Due March 2nd

Dear Auxiliary Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by March 2, 2018, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

Survey link:

{SurveyLinkAuto}

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

Survey E-mail Letter Reminder Text:

Subject: Reminder: CSURMA/AORMA Survey - Due March 2nd

Dear Auxiliary Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by March 2, 2018, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

Survey link:

{SurveyLinkAuto}

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

ALL Survey Results

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)

Analysis.: Q3.a to Q3.g

Filter.....: All Respondents

Score.....: Weight WT1

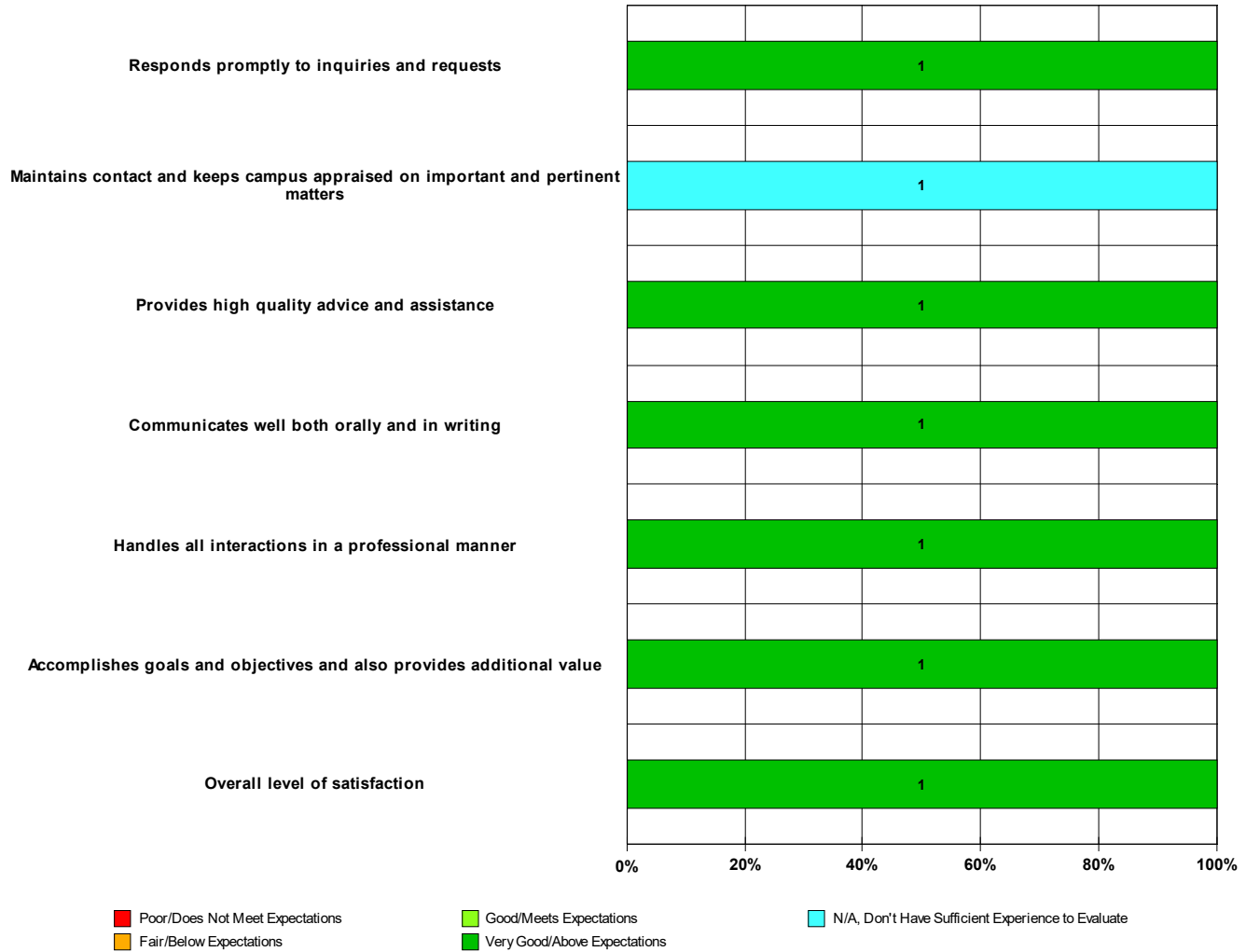
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	4.00	-	-	-	6	1
Responds promptly to inquiries and requests	1	4.00	-	-	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	-	-	-	-	-	1
Provides high quality advice and assistance	1	4.00	-	-	-	1	-
Communicates well both orally and in writing	1	4.00	-	-	-	1	-
Handles all interactions in a professional manner	1	4.00	-	-	-	1	-
Accomplishes goals and objectives and also provides additional value	1	4.00	-	-	-	1	-
Overall level of satisfaction	1	4.00	-	-	-	1	-

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)

Analysis.: Q3.a to Q3.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)



Please use the space below to provide us with any additional comments or suggestions: Agility Recovery Solutions, Inc. (Agility)

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:

None

Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator

Analysis.: Q5.a to Q5.g

Filter.....: All Respondents

Score.....: Weight WT1

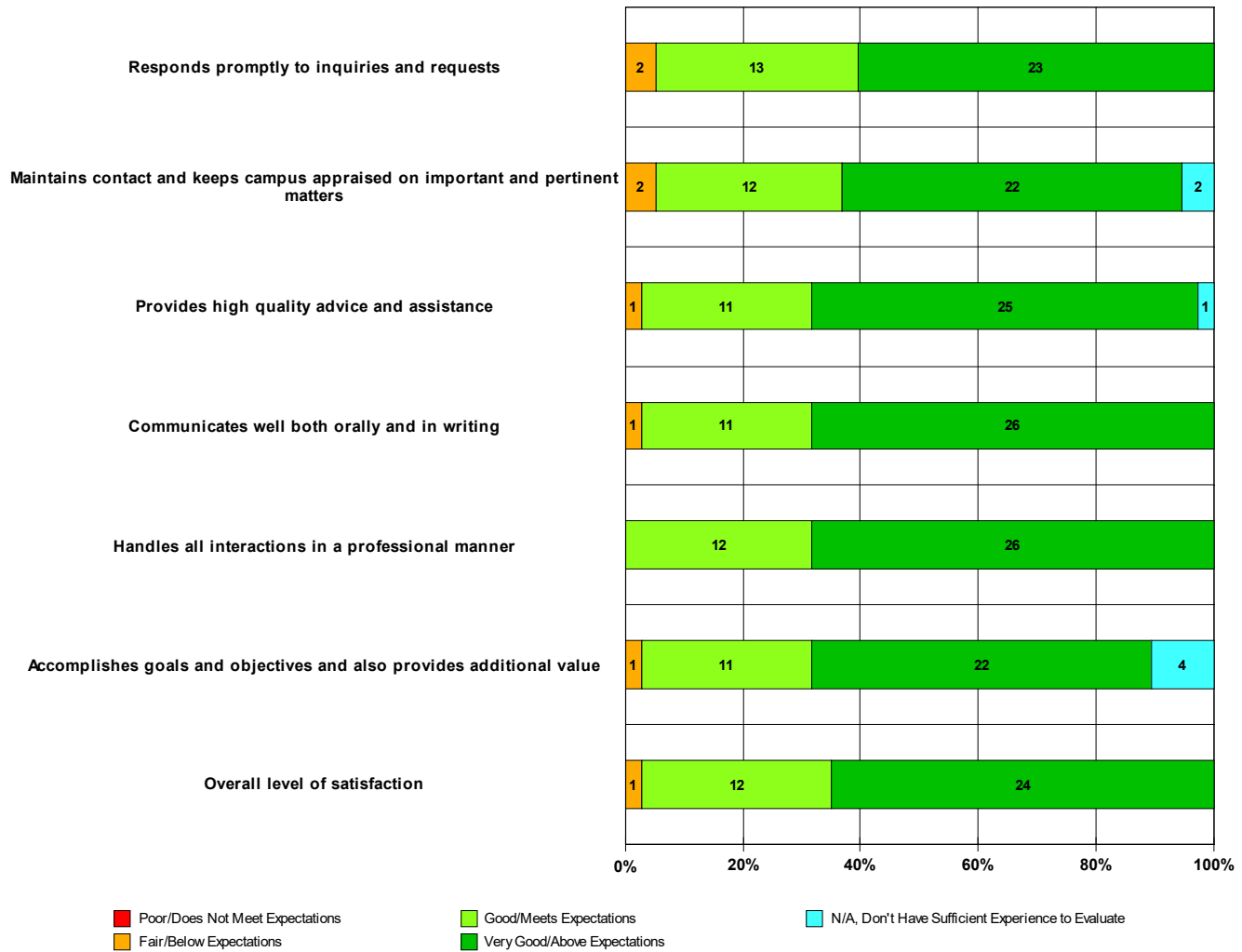
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	265	3.62	-	8	82	168	7
Responds promptly to inquiries and requests	38	3.55	-	2	13	23	-
Maintains contact and keeps campus apprised on important and pertinent matters	38	3.56	-	2	12	22	2
Provides high quality advice and assistance	38	3.65	-	1	11	25	1
Communicates well both orally and in writing	38	3.66	-	1	11	26	-
Handles all interactions in a professional manner	38	3.68	-	-	12	26	-
Accomplishes goals and objectives and also provides additional value	38	3.62	-	1	11	22	4
Overall level of satisfaction	37	3.62	-	1	12	24	-

Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator

Analysis.: Q5.a to Q5.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q5.a to Q5.g Alliant Insurance Services - AORMA Program Administrator



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA Program Administrator

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:

As busy as they are, members of the Alliant team do a great job and are always on top of things.

Response time has slowed down quite a bit, but I also understand that they're busy.

Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis.: Q7.a to Q7.g

Filter.....: All Respondents

Score.....: Weight WT1

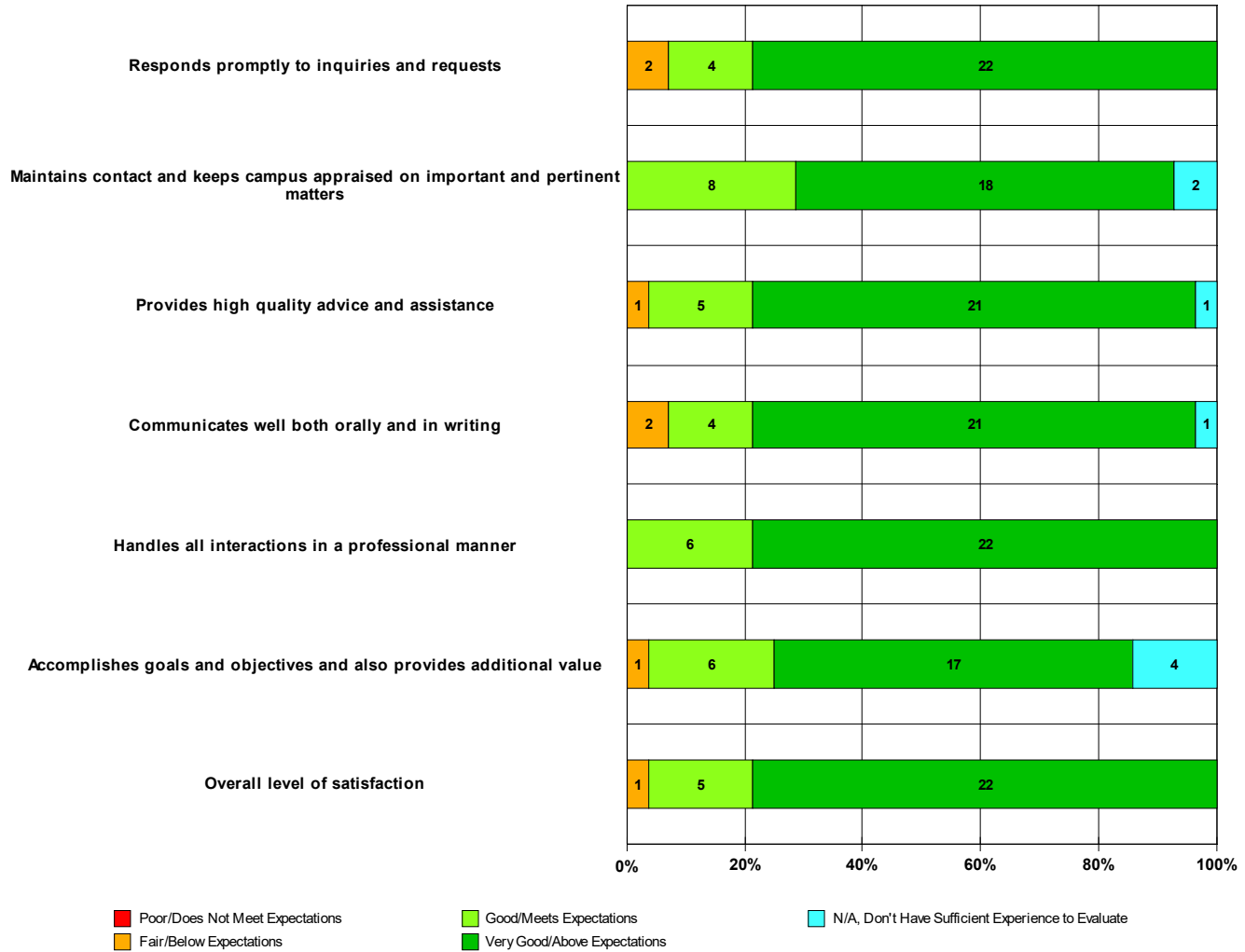
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	196	3.72	-	7	38	143	8
Responds promptly to inquiries and requests	28	3.71	-	2	4	22	-
Maintains contact and keeps campus apprised on important and pertinent matters	28	3.69	-	-	8	18	2
Provides high quality advice and assistance	28	3.74	-	1	5	21	1
Communicates well both orally and in writing	28	3.70	-	2	4	21	1
Handles all interactions in a professional manner	28	3.79	-	-	6	22	-
Accomplishes goals and objectives and also provides additional value	28	3.67	-	1	6	17	4
Overall level of satisfaction	28	3.75	-	1	5	22	-

Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis.: Q7.a to Q7.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
X
n/a
<i>I always get the answers I need immediately. Their customer service is above bar!</i>

**Please use the space below to provide us with any additional comments or suggestions:
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>No comments: keep up the good work</i>
<i>This is a fantastic vendor who keeps excellent communication channels with the auxiliary.</i>
<i>N/A</i>
<i>n/a</i>
<i>Very professional team.</i>
<i>Please with the level of service and customer service.</i>
<i>None</i>
<i>Their staff is easy to work with and responds quickly to questions.</i>
<i>.....</i>
<i>N/A</i>
<i>None</i>
<i>None</i>
<i>Mimi is excellent</i>
<i>nothing to add</i>
<i>My response/rating is based upon initial interaction with Alliant as the new benefit broker for AOA. The transition to Alliant has been really bumpy. We have not been impressed so far, but are hoping that once everything is in place interactions will be smoother. They talk a nice talk, but communication has not been good and as a result, things have been wrong and required cleaning up on our part or additional communication to staff.</i>
<i>Daniel Howell, Mimi Long, Van Rin are very knowledgeable and very helpful.</i>
<i>n/a</i>
<i>.</i>
<i>none</i>
<i>My communication with the staff is great and very supportive. If I have any question or come across a matter that i have not dealt with before I am walked through the process to handle the matter accordingly.</i>
<i>Timely response is lacking</i>
<i>No additional comments</i>
<i>None</i>
<i>None</i>
<i>Bob Corwin and Susan Sgroi from the San Diego Offices are exceptional to work with and very responsive to our needs. Great team.</i>

Q9.a to Q9.g Alliant Loss Control & Safety Services

Analysis.: Q9.a to Q9.g

Filter.....: All Respondents

Score.....: Weight WT1

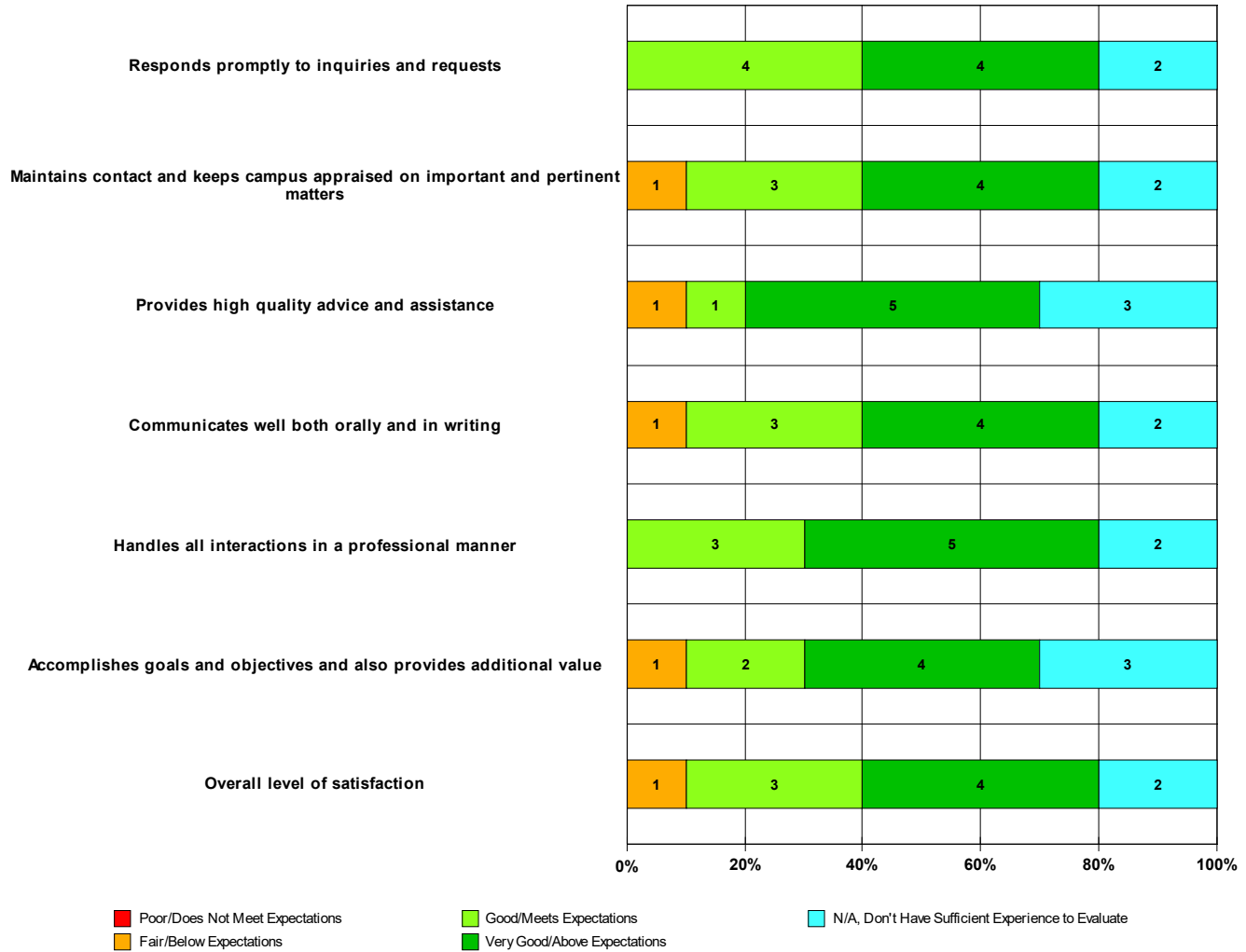
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	70	3.46	-	5	19	30	16
Responds promptly to inquiries and requests	10	3.50	-	-	4	4	2
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.38	-	1	3	4	2
Provides high quality advice and assistance	10	3.57	-	1	1	5	3
Communicates well both orally and in writing	10	3.38	-	1	3	4	2
Handles all interactions in a professional manner	10	3.63	-	-	3	5	2
Accomplishes goals and objectives and also provides additional value	10	3.43	-	1	2	4	3
Overall level of satisfaction	10	3.38	-	1	3	4	2

Q9.a to Q9.g Alliant Loss Control & Safety Services

Analysis.: Q9.a to Q9.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Loss Control & Safety Services



**Please use the space below to provide us with any additional comments or suggestions:
Alliant Loss Control & Safety Services**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Have not worked with them.</i>
<i>Didn't have much contact this year.</i>
.....
<i>The recent reorganization appears to have created a more proactive and forward looking relationship</i>
<i>waiting for information regarding safety topics - but promptly scheduled a walk through when requested - we like working with Alliant.</i>
<i>Provides good services and contacts me promptly to any questions I may have.</i>
.
<i>Good communication and assistance is usually very prompt</i>
<i>In fairness I am comparing my experience to when I worked with Brent Escobas. My experience with Archie has not been as good. Maybe Archie has too much? He did a great job when he came out for the safety walk but it took a bit to get it scheduled and we have had very little communication other than that. Archie responds when we initiate but we typically are initiating the communication.</i>
<i>No additional comments other than what was checked in - Q9a - Q9g.</i>

Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator

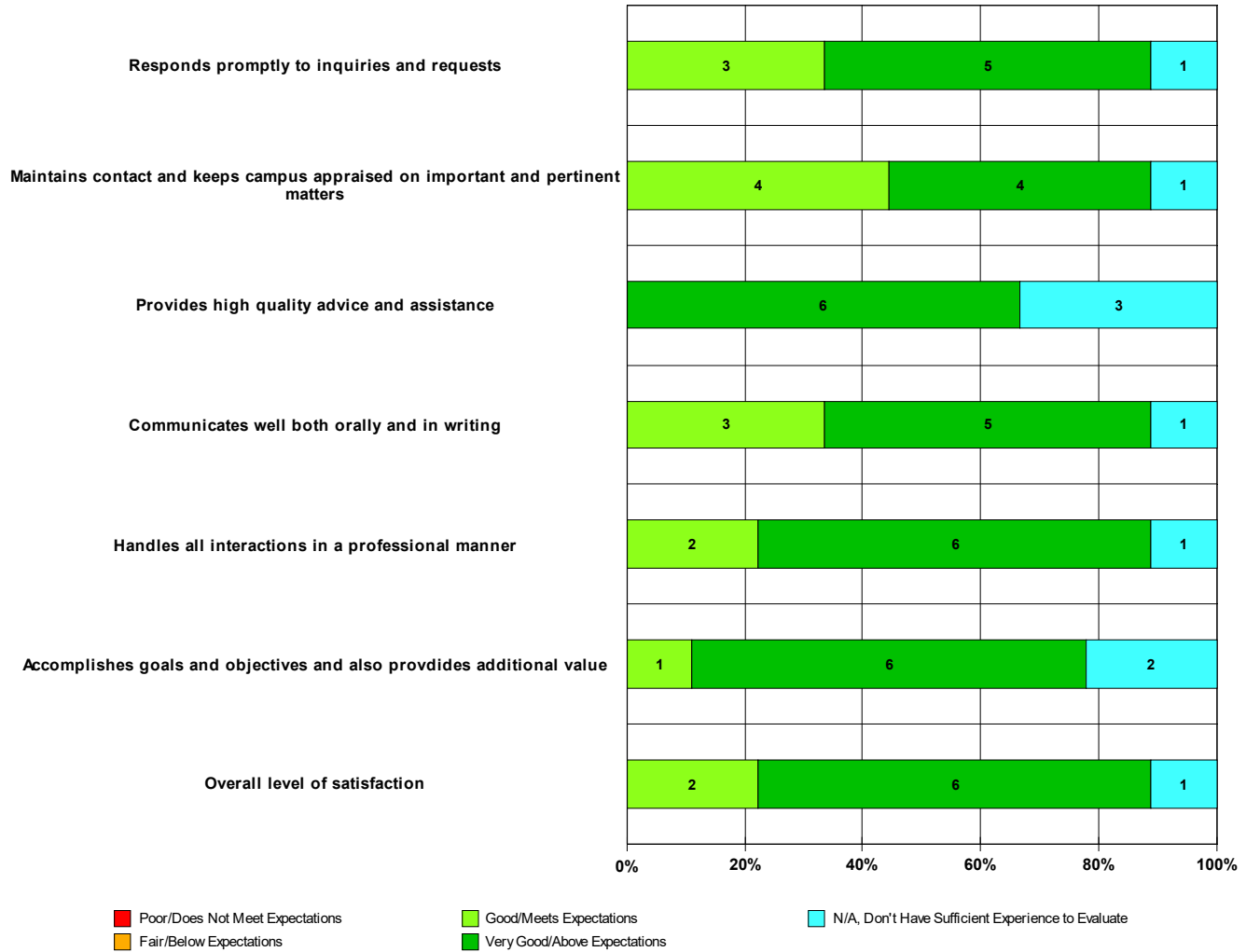
Analysis.: Q11.a to Q11.g
Filter.....: All Respondents
Score.....: Weight WT1
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	63	3.72	-	-	15	38	10
Responds promptly to inquiries and requests	9	3.63	-	-	3	5	1
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.50	-	-	4	4	1
Provides high quality advice and assistance	9	4.00	-	-	-	6	3
Communicates well both orally and in writing	9	3.63	-	-	3	5	1
Handles all interactions in a professional manner	9	3.75	-	-	2	6	1
Accomplishes goals and objectives and also provides additional value	9	3.86	-	-	1	6	2
Overall level of satisfaction	9	3.75	-	-	2	6	1

Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator

Analysis.: Q11.a to Q11.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q11.a to Q11.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator



**Please use the space below to provide us with any additional comments or suggestions:
Alliant Insurance Services - AORMA Property/Crime Claims Administrator**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
.
<i>Not enough experience to rate at this time</i>
.....
<i>Enquiries are handled in an expedient manner with proper guidance for claim settlement approach</i>
<i>No additional comments</i>
<i>n/a</i>
<i>We had a significant amount of water damage from a busted pipe at one of our offices and CSURMA made the process of clean up and rebuilding effortless.</i>
<i>Limited interaction for these services; no comments to offer.</i>
<i>No additional comments other than what was checked in - Q11a - Q11g.</i>

Q13.a to Q13.g AON (ARM Tech)

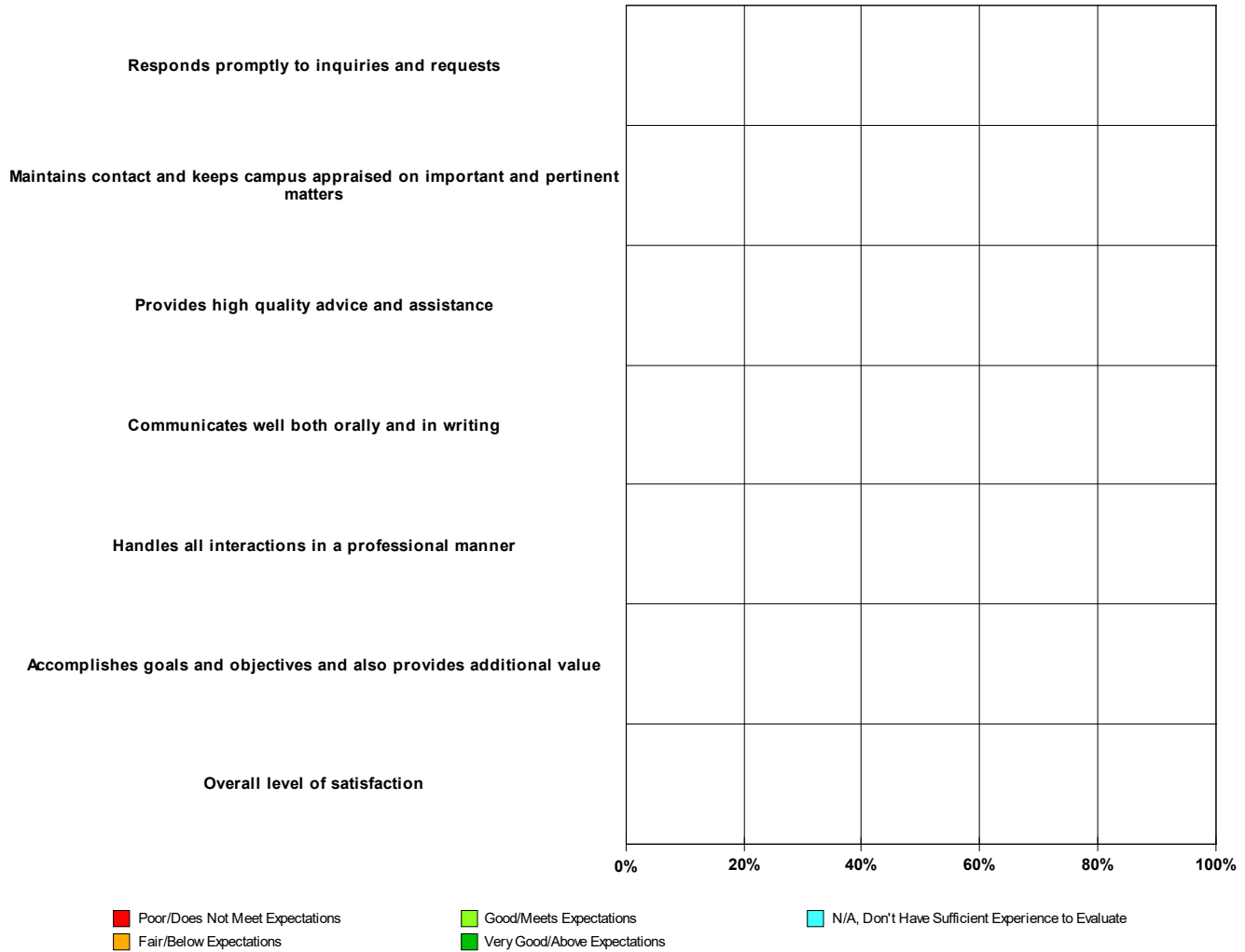
Analysis.: Q13.a to Q13.g
Filter.....: All Respondents
Score.....: Weight WT1
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	-	-	-	-	-	-	-
Responds promptly to inquiries and requests	-	-	-	-	-	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	-	-	-	-	-	-	-
Provides high quality advice and assistance	-	-	-	-	-	-	-
Communicates well both orally and in writing	-	-	-	-	-	-	-
Handles all interactions in a professional manner	-	-	-	-	-	-	-
Accomplishes goals and objectives and also provides additional value	-	-	-	-	-	-	-
Overall level of satisfaction	-	-	-	-	-	-	-

Q13.a to Q13.g AON (ARM Tech)

Analysis.: Q13.a to Q13.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q13.a to Q13.g AON (ARM Tech)



**Please use the space below to provide us with any additional comments or suggestions:
 AON (ARM Tech)**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

I

Q15.a to Q15.g Belfor

Analysis.: Q15.a to Q15.g

Filter.....: All Respondents

Score.....: Weight WT1

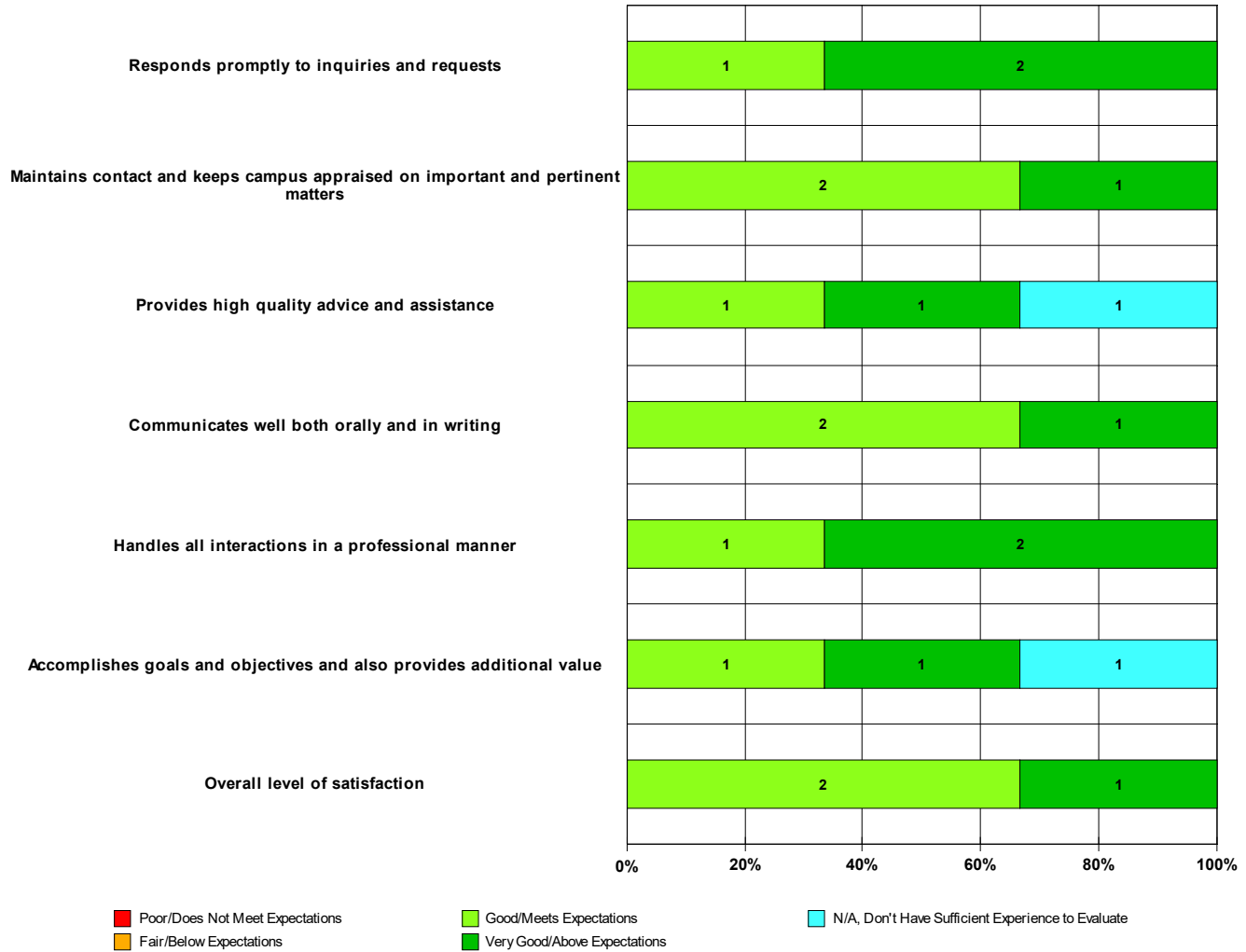
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	21	3.47	-	-	10	9	2
Responds promptly to inquiries and requests	3	3.67	-	-	1	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	3.33	-	-	2	1	-
Provides high quality advice and assistance	3	3.50	-	-	1	1	1
Communicates well both orally and in writing	3	3.33	-	-	2	1	-
Handles all interactions in a professional manner	3	3.67	-	-	1	2	-
Accomplishes goals and objectives and also provides additional value	3	3.50	-	-	1	1	1
Overall level of satisfaction	3	3.33	-	-	2	1	-

Q15.a to Q15.g Belfor

Analysis.: Q15.a to Q15.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q15.a to Q15.g Belfor



Please use the space below to provide us with any additional comments or suggestions: Belfor

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:

Worked with Belfor in the past year on some restoration projects. Very good communication and overall very happy with their service.

No additional comments other than what was checked in - Q15a - Q15g.

Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator

Analysis.: Q17.a to Q17.g

Filter.....: All Respondents

Score.....: Weight WT1

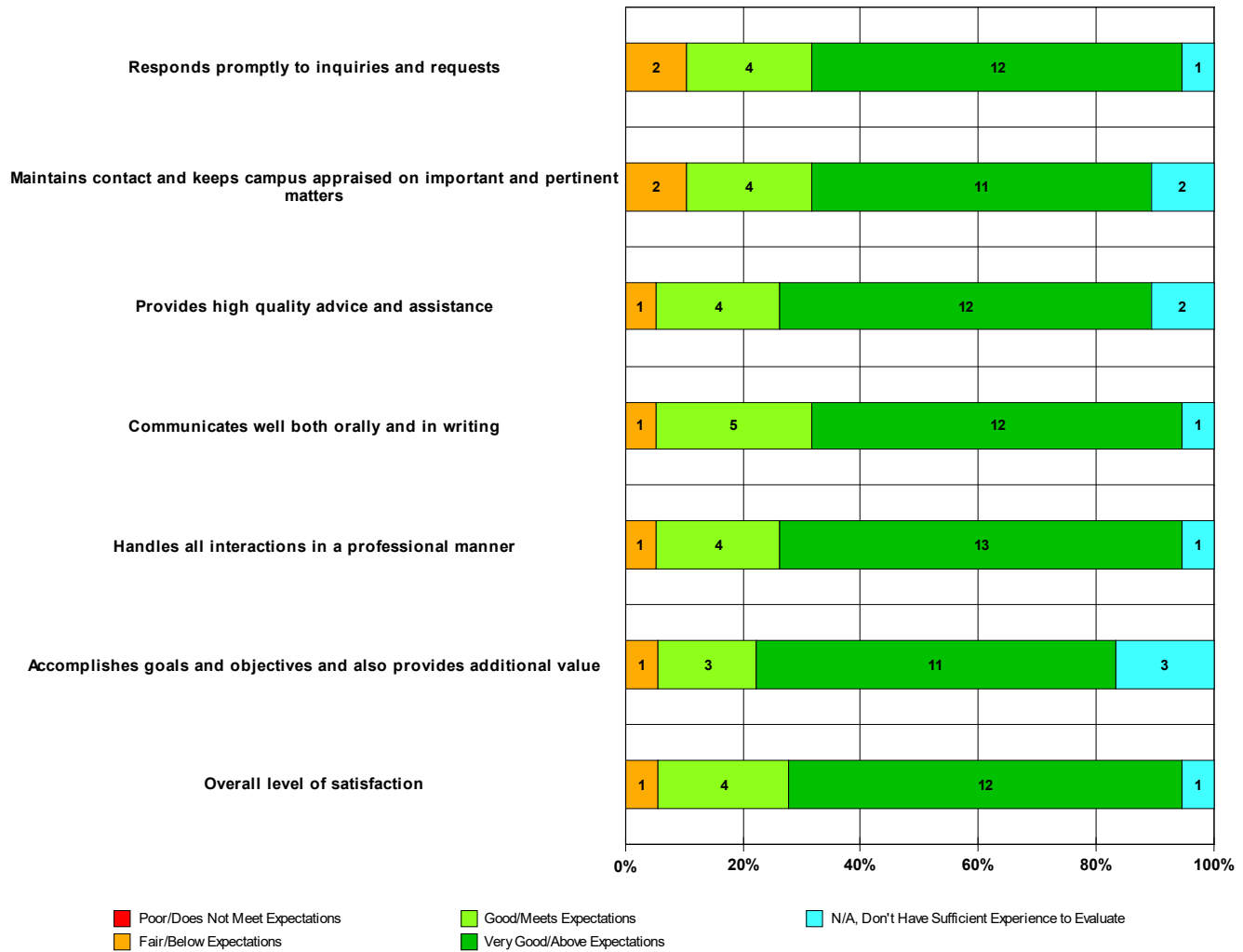
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	131	3.62	-	9	28	83	11
Responds promptly to inquiries and requests	19	3.56	-	2	4	12	1
Maintains contact and keeps campus apprised on important and pertinent matters	19	3.53	-	2	4	11	2
Provides high quality advice and assistance	19	3.65	-	1	4	12	2
Communicates well both orally and in writing	19	3.61	-	1	5	12	1
Handles all interactions in a professional manner	19	3.67	-	1	4	13	1
Accomplishes goals and objectives and also provides additional value	18	3.67	-	1	3	11	3
Overall level of satisfaction	18	3.65	-	1	4	12	1

Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator

Analysis.: Q17.a to Q17.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q17.a to Q17.g Carl Warren & Co - Liability Claims Administrator



**Please use the space below to provide us with any additional comments or suggestions:
Carl Warren & Co - Liability Claims Administrator**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Great Customer Service and a very knowledgeable team.</i>
<i>Felt like our issue in good hands</i>
<i>No experience this year to properly evaluate.</i>
<i>I am very satisfied with Carl Warren. They provide information timely and are always friendly and helpful.</i>
.....
<i>None</i>
<i>Carl Warren staff have always been highly responsive and professional.</i>
<i>I worked with two reps this last year. One was friendly, but took a very long time to respond, and I'm still not sure if one of the cases is closed. The other was extremely blunt, pretty unfriendly, and not helpful at all. She seemed irritated when I asked questions, as it was my first time handling one of these cases.</i>
<i>Yumi is a delight to work with. She responds very diligently and communicates very effectively.</i>
<i>We had one claim opened during this period of evaluation and had our case manager changed twice. I believe this is the reason for the lack of communication, longer response time.</i>
<i>Yumi Augustus is very helpful and responsive to addressing our claims needs and providing updated information and status reports.</i>
<i>No additional comments other than what was checked in - Q917a - Q17g.</i>

Q19.a to Q19.g CO Office of Risk Management - Risk Consulting

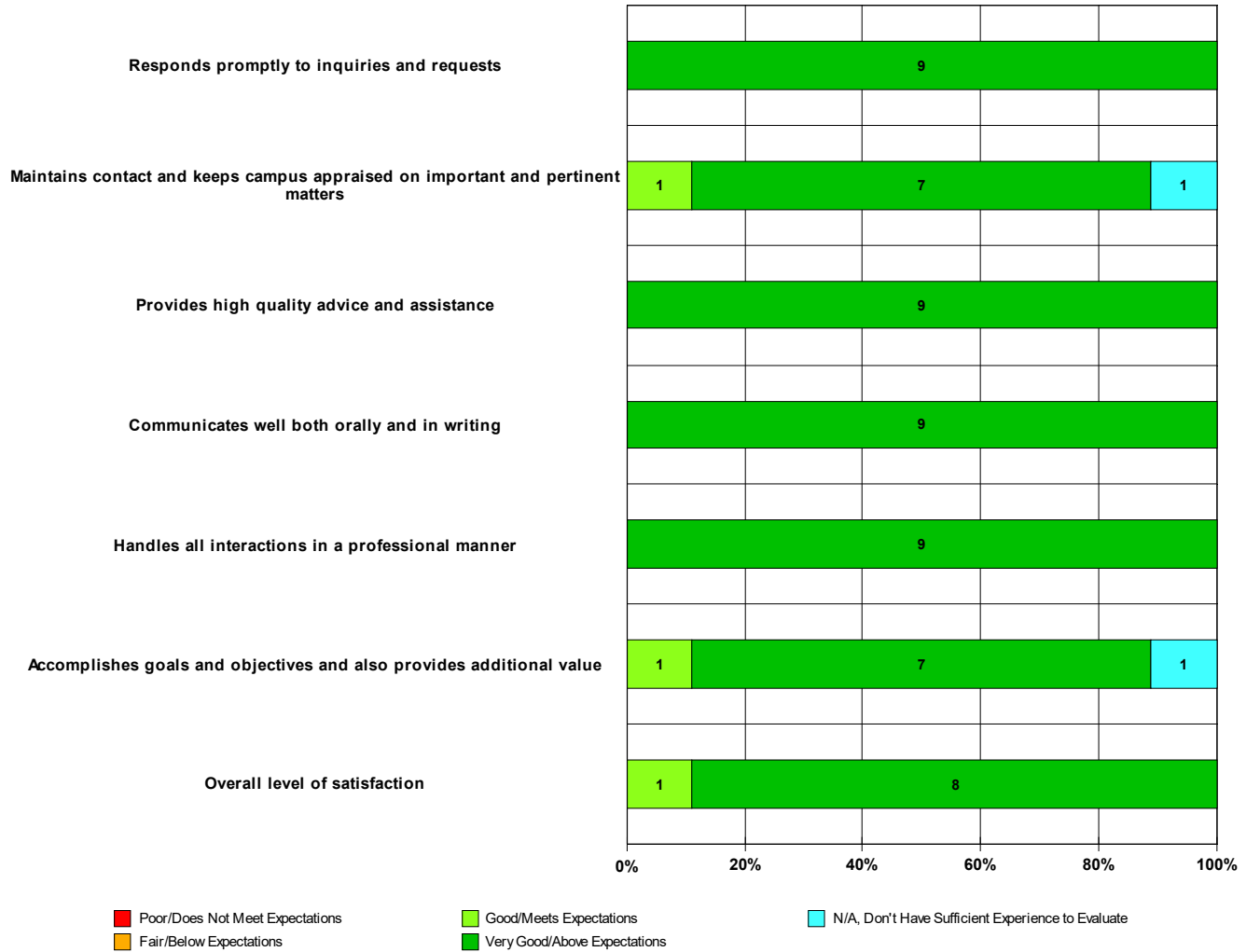
Analysis.: Q19.a to Q19.g
Filter.....: All Respondents
Score.....: Weight WT1
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	63	3.95	-	-	3	58	2
Responds promptly to inquiries and requests	9	4.00	-	-	-	9	-
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.88	-	-	1	7	1
Provides high quality advice and assistance	9	4.00	-	-	-	9	-
Communicates well both orally and in writing	9	4.00	-	-	-	9	-
Handles all interactions in a professional manner	9	4.00	-	-	-	9	-
Accomplishes goals and objectives and also provides additional value	9	3.88	-	-	1	7	1
Overall level of satisfaction	9	3.89	-	-	1	8	-

Q19.a to Q19.g CO Office of Risk Management - Risk Consulting

Analysis.: Q19.a to Q19.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q19.a to Q19.g CO Office of Risk Management - Risk Consulting



**Please use the space below to provide us with any additional comments or suggestions:
CO Office of Risk Management - Risk Consulting**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>I appreciate that the Director of Systemwide Risk Management is able to be responsive and a fantastic resource despite what I am sure is a very full plate. He has been a lot of help when our auxiliary has needed his advice.</i>
<i>Thank you for always being available to consult and talk through reasonable risk management solutions.</i>
<i>n/a</i>
<i>The Systemwide Risk Management team is very responsive and wonderful to work with.</i>
<i>.....</i>
<i>Limited interaction required but promotional events and bulletins are informative</i>
<i>Zachary Gifford is very helpful and provides good advice. He is excellent</i>
<i>very responsive to my inquires and working together to come up with a plan to better our workers comp and safety program</i>
<i>handles matters professionally</i>

Q21.a to Q21.g CO Enterprise Accounting - Accounting Services

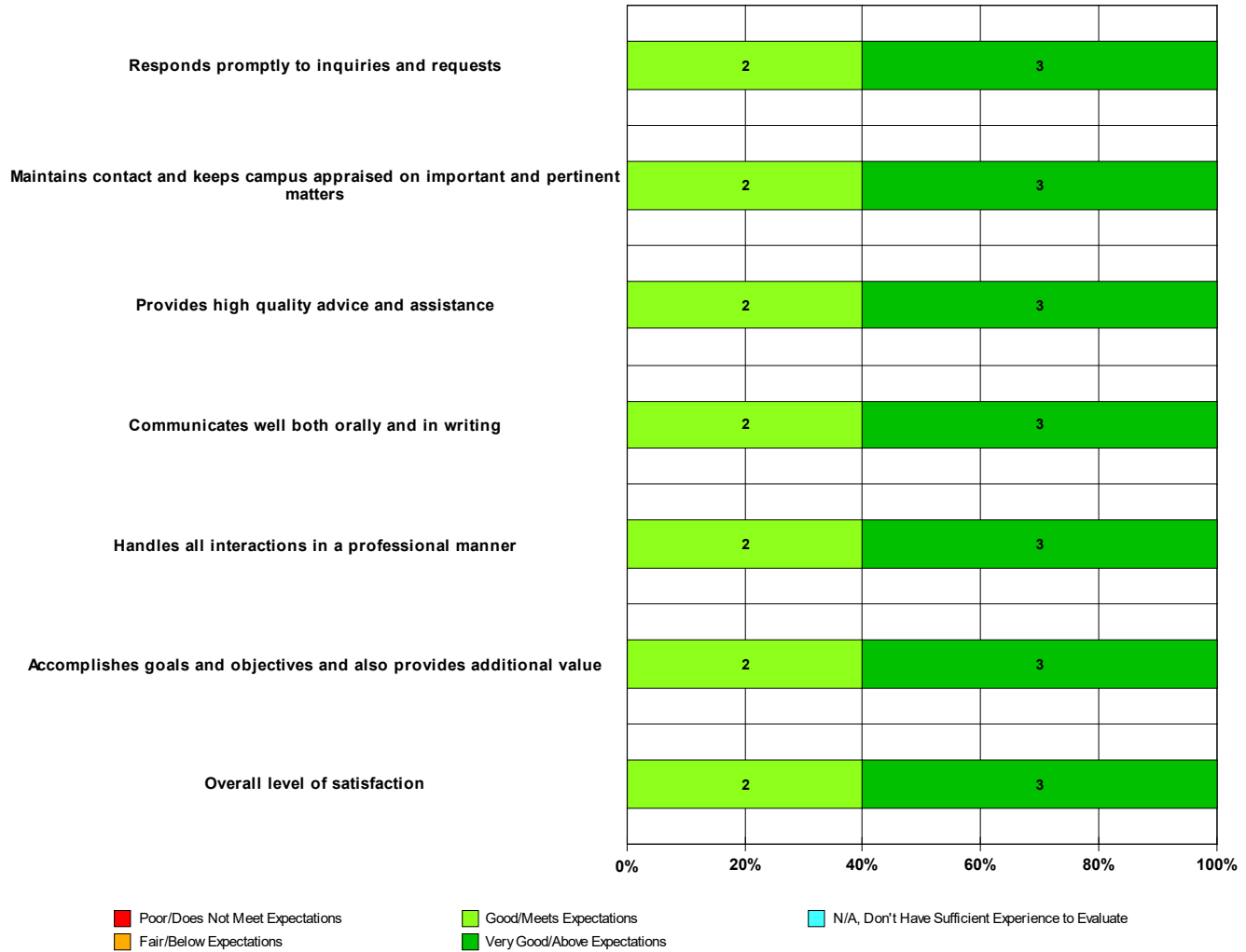
Analysis.: Q21.a to Q21.g
Filter.....: All Respondents
Score.....: Weight WT1
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	35	3.60	-	-	14	21	-
Responds promptly to inquiries and requests	5	3.60	-	-	2	3	-
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.60	-	-	2	3	-
Provides high quality advice and assistance	5	3.60	-	-	2	3	-
Communicates well both orally and in writing	5	3.60	-	-	2	3	-
Handles all interactions in a professional manner	5	3.60	-	-	2	3	-
Accomplishes goals and objectives and also provides additional value	5	3.60	-	-	2	3	-
Overall level of satisfaction	5	3.60	-	-	2	3	-

Q21.a to Q21.g CO Enterprise Accounting - Accounting Services

Analysis.: Q21.a to Q21.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q21.a to Q21.g CO Enterprise Accounting - Accounting Services



**Please use the space below to provide us with any additional comments or suggestions:
CO Enterprise Accounting - Accounting Services**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Responsive and provides good research on inquiries.</i>
.
<i>CSURMA Accounting members are helpful, responsive, and friendly.</i>
.....
<i>handles matters very professionally and timely responsive</i>

Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator

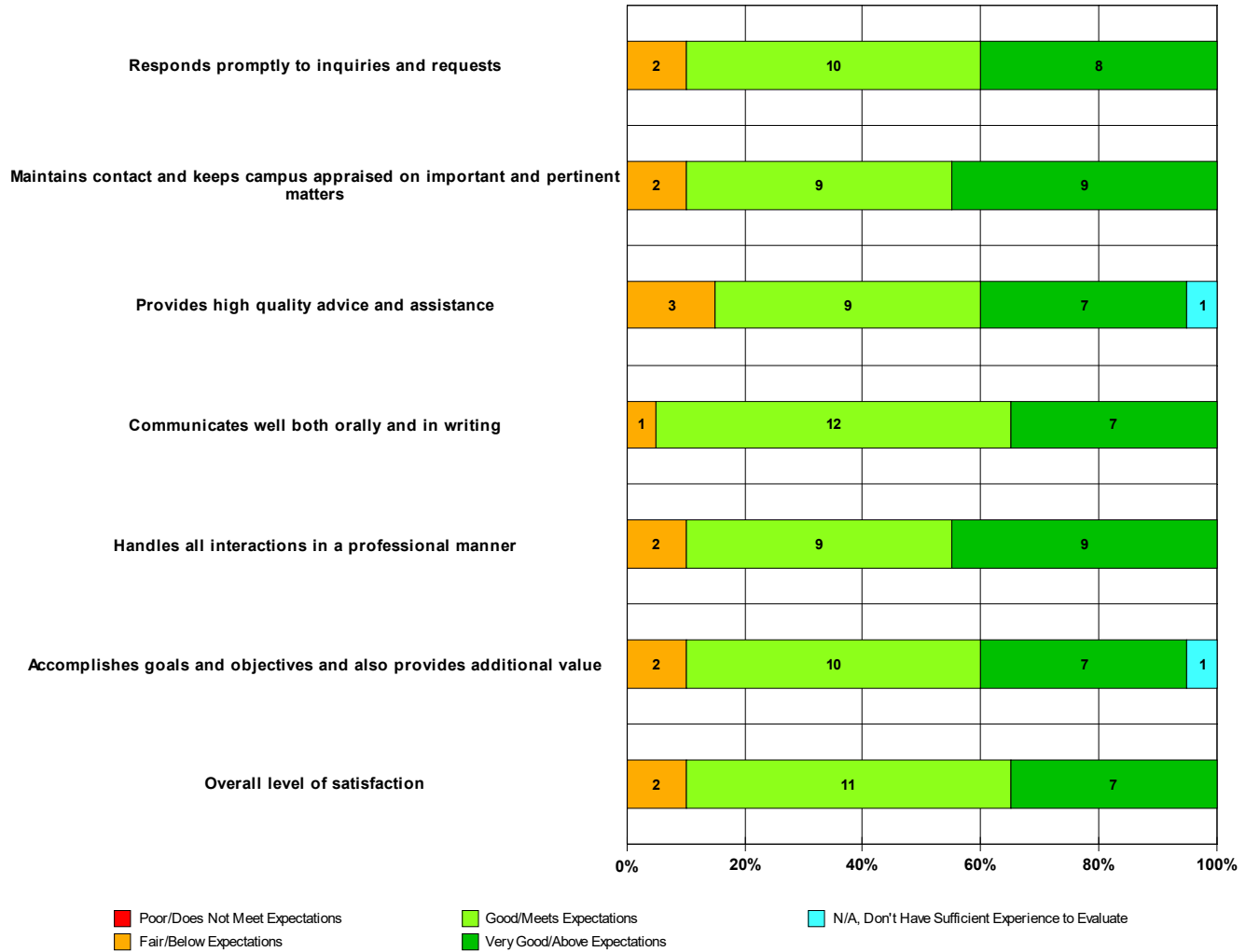
Analysis...: Q23.a to Q23.g
Filter.....: All Respondents
Score.....: Weight WT1
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	140	3.29	-	14	70	54	2
Responds promptly to inquiries and requests	20	3.30	-	2	10	8	-
Maintains contact and keeps campus apprised on important and pertinent matters	20	3.35	-	2	9	9	-
Provides high quality advice and assistance	20	3.21	-	3	9	7	1
Communicates well both orally and in writing	20	3.30	-	1	12	7	-
Handles all interactions in a professional manner	20	3.35	-	2	9	9	-
Accomplishes goals and objectives and also provides additional value	20	3.26	-	2	10	7	1
Overall level of satisfaction	20	3.25	-	2	11	7	-

Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator

Analysis.: Q23.a to Q23.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q23.a to Q23.g Employers Edge - Unemployment Claims Administrator



Please use the space below to provide us with any additional comments or suggestions: Employers Edge - Unemployment Claims Administrator

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
X
N/A
N/A

**Please use the space below to provide us with any additional comments or suggestions:
Employers Edge - Unemployment Claims Administrator**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Quick response.</i>
<i>Don't see the value added.</i>
<i>.....</i>
<i>Statistical reporting and status is very helpful. Some dissatisfaction with missed attendance at hearings</i>
<i>None</i>
<i>No additional comments</i>
<i>nothing to add</i>
<i>Very organized and efficient.</i>
<i>no additional comments</i>
<i>Would love if they would notify us of all outcomes.</i>
<i>.</i>
<i>none</i>
<i>For some reason, we have not been able to establish a good rapport with this organization. We initially got off on the wrong foot -- they dropped the ball on an important unemployment issue -- and have not had other than tangential, "as needed" communication from them.</i>
<i>My experience with them has just been ok. I don't have any additional comments</i>
<i>N/A</i>
<i>Good solid partner; no issues working with Employers Edge this past year.</i>
<i>No additional comments other than what was checked in - Q23a - Q23g.</i>

Q25.a to Q25.g Employers Group - HR Consulting Services

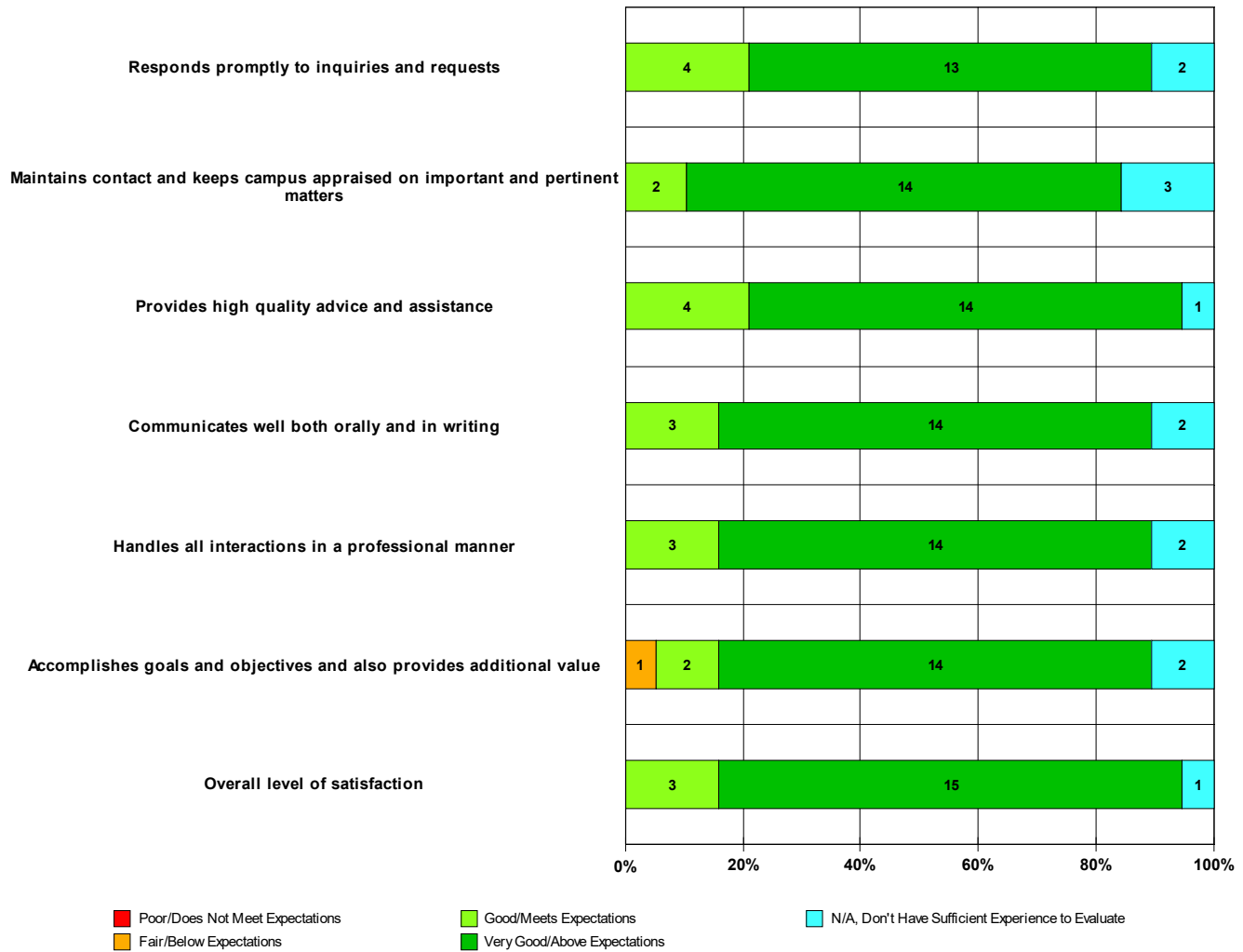
Analysis.: Q25.a to Q25.g
Filter.....: All Respondents
Score.....: Weight WT1
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	133	3.81	-	1	21	98	13
Responds promptly to inquiries and requests	19	3.76	-	-	4	13	2
Maintains contact and keeps campus apprised on important and pertinent matters	19	3.88	-	-	2	14	3
Provides high quality advice and assistance	19	3.78	-	-	4	14	1
Communicates well both orally and in writing	19	3.82	-	-	3	14	2
Handles all interactions in a professional manner	19	3.82	-	-	3	14	2
Accomplishes goals and objectives and also provides additional value	19	3.76	-	1	2	14	2
Overall level of satisfaction	19	3.83	-	-	3	15	1

Q25.a to Q25.g Employers Group - HR Consulting Services

Analysis.: Q25.a to Q25.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q25.a to Q25.g Employers Group - HR Consulting Services



**Please use the space below to provide us with any additional comments or suggestions:
Employers Group - HR Consulting Services**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
x
N/A
<i>Very valuable resource</i>
<i>Great hot line service</i>
<i>Valuable HR Resource</i>
....
<i>Provides very informational tidbits. Have engaged them for consulting services for which they have been very professional.</i>
<i>None</i>
<i>very responsive and excellent information in record time - we love Bill Stephens</i>
<i>nothing to add</i>
<i>Very knowledgeable and helpful whenever asked.</i>
<i>We had a consulting project with Employers Group and were not completely satisfied with the results (although some of the data provided was helpful).</i>
<i>always great service!</i>
<i>n/a</i>
.
<i>none</i>
<i>Meets expectations</i>
<i>Really appreciate having Employers Group as a resource. Our rep is always helpful and I like the legal alerts.</i>
<i>Good partner to have; provides pertinent resources timely; regular newsletter and communication helpful to keep current on important issues.</i>

Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis.: Q27.a to Q27.g

Filter.....: All Respondents

Score.....: Weight WT1

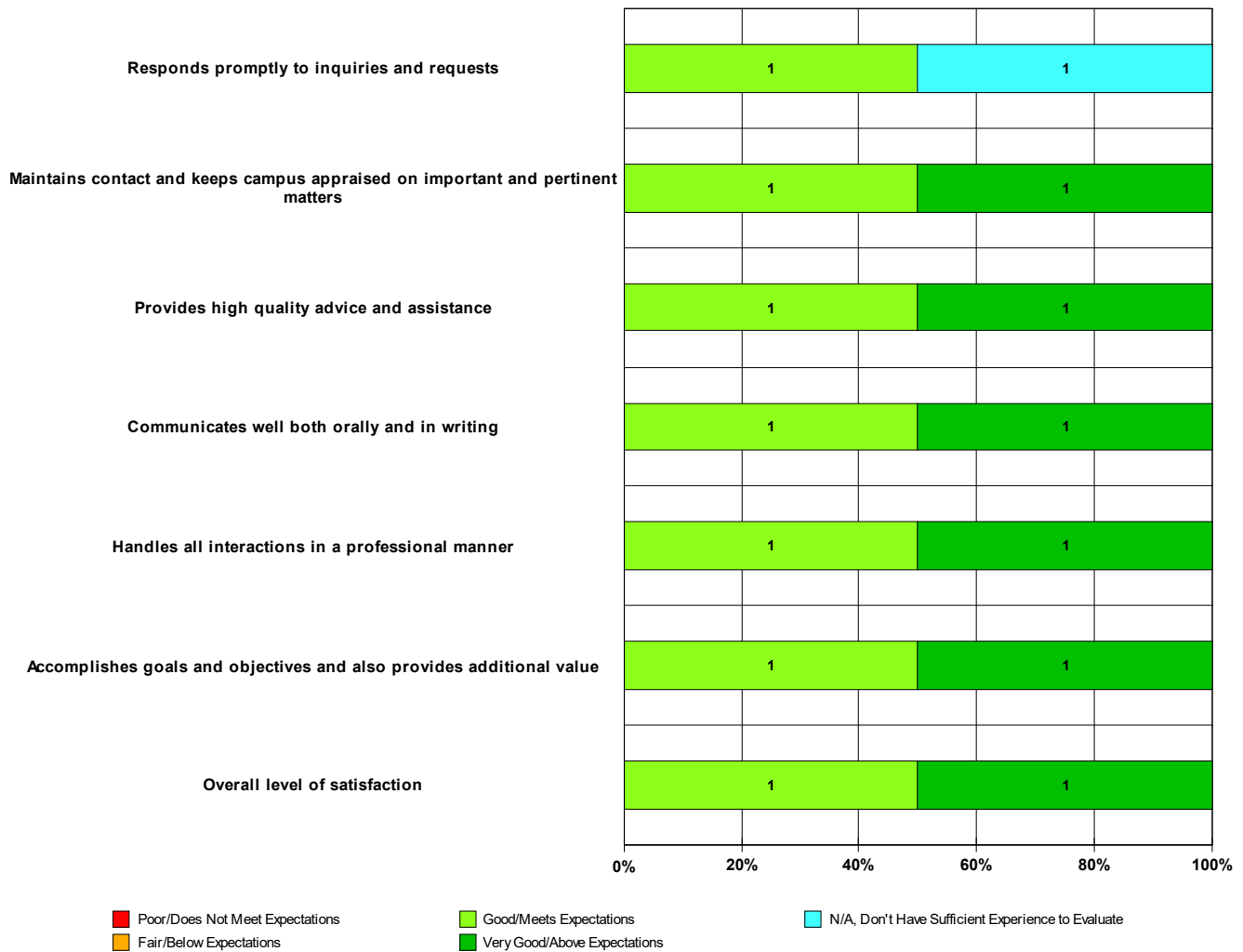
Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	14	3.46	-	-	7	6	1
Responds promptly to inquiries and requests	2	3.00	-	-	1	-	1
Maintains contact and keeps campus apprised on important and pertinent matters	2	3.50	-	-	1	1	-
Provides high quality advice and assistance	2	3.50	-	-	1	1	-
Communicates well both orally and in writing	2	3.50	-	-	1	1	-
Handles all interactions in a professional manner	2	3.50	-	-	1	1	-
Accomplishes goals and objectives and also provides additional value	2	3.50	-	-	1	1	-
Overall level of satisfaction	2	3.50	-	-	1	1	-

Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis.: Q27.a to Q27.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q27.a to Q27.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



**Please use the space below to provide us with any additional comments or suggestions:
 Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:

Great at communicating updates and trends.

The online training is OK. As Administrator for the SkillPort system for our auxiliary, getting on the system has been slow and the system is confusing to use.

Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

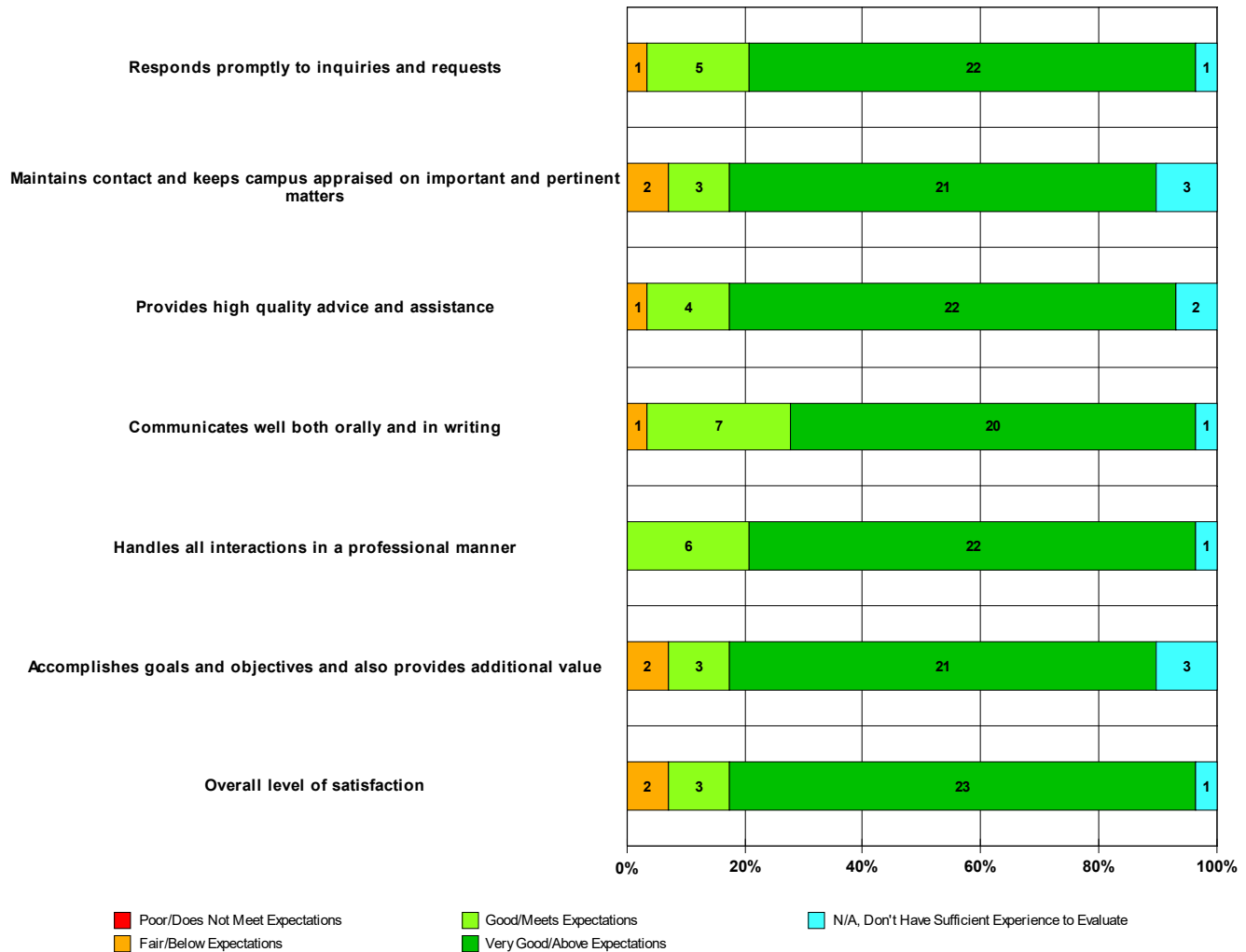
Analysis...: Q29.a to Q29.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	203	3.74	-	9	31	151	12
Responds promptly to inquiries and requests	29	3.75	-	1	5	22	1
Maintains contact and keeps campus apprised on important and pertinent matters	29	3.73	-	2	3	21	3
Provides high quality advice and assistance	29	3.78	-	1	4	22	2
Communicates well both orally and in writing	29	3.68	-	1	7	20	1
Handles all interactions in a professional manner	29	3.79	-	-	6	22	1
Accomplishes goals and objectives and also provides additional value	29	3.73	-	2	3	21	3
Overall level of satisfaction	29	3.75	-	2	3	23	1

Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

Analysis.: Q29.a to Q29.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q29.a to Q29.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator



Please use the space below to provide us with any additional comments or suggestions: Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
 Filter.....: All Respondents
 Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
X
<i>Very easy to work with.</i>
<i>No comments</i>

**Please use the space below to provide us with any additional comments or suggestions:
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator**

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
N/A
n/a
N/A
<i>I got very clear instructions. Communication was efficient</i>
<i>No additional comments</i>
<i>Katie is the best.</i>
<i>My contacts from Sedgwick Claims Administration are knowledgeable and always provide assistance proactively. However the Sedgwick Financial Services team leaves much to be desired in many areas.</i>
.....
<i>Provides good feedback and status on claims</i>
<i>They need better customer service and to keep customers informed. Our interaction with them has not been very easy.</i>
None
<i>Katie Brand is our Rep and she is fantastic...a big asset to Sedgwick.</i>
na
<i>Sometimes they are so busy its difficult to get a response. But otherwise they are great.</i>
<i>Working with Sedgwick is a breeze. They are very efficient and on top of things.</i>
<i>always on top of things! Great communication</i>
<i>I have a great working relationship with Katie Brant and Matt Ducart at Sedgwick. They are extremely helpful, diligent, responsive, and in constant communication. I would also like to recognize Shane Cole, who provides me with quarterly Workers' Comp reports immediately after the quarter closes!</i>
<i>Work very closely with our claims administrator and she always keeps me appraise of claims and we work very well together</i>
<i>not directly contacted for claims yet.</i>
.
<i>Meets expectations</i>
<i>Katie does a good job of communicating and of responding very promptly and dillilgently</i>
<i>Since we have moved to a different adjuster, we still feel that we don't get as much communication as we used to. Feel very in the dark regarding our losses. We have tried several ways for someone to listen to us on this but nothing has changed.</i>
<i>Very happy with the customer service and communication - Katie Brandt provides exceptional service.</i>
N/A
<i>No additional comments other than what was checked in - Q29a - Q29g.</i>

Q31.a to Q31.g Target Safety - Web-based Training

Analysis.: Q31.a to Q31.g

Filter.....: All Respondents

Score.....: Weight WT1

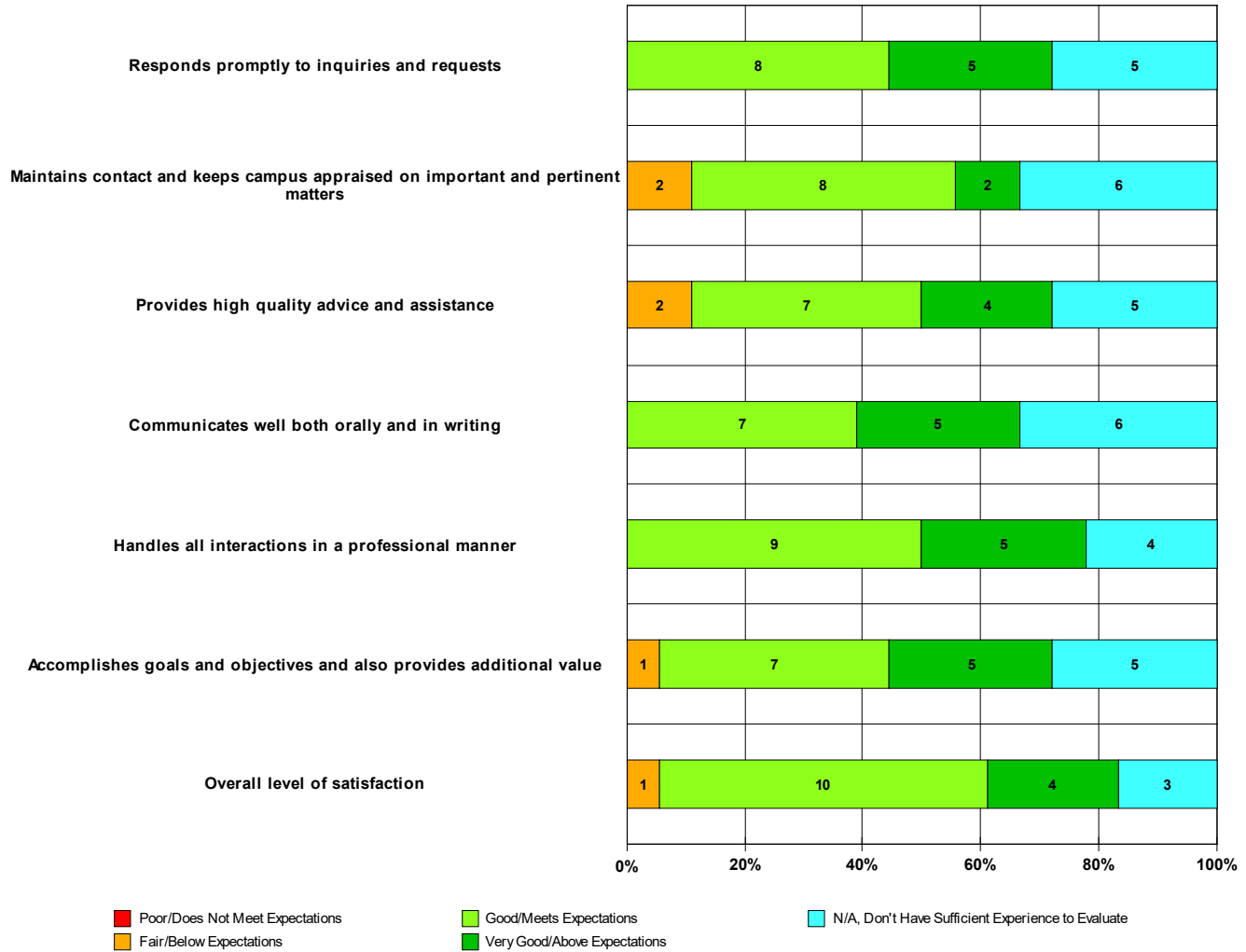
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	126	3.26	-	6	56	30	34
Responds promptly to inquiries and requests	18	3.38	-	-	8	5	5
Maintains contact and keeps campus apprised on important and pertinent matters	18	3.00	-	2	8	2	6
Provides high quality advice and assistance	18	3.15	-	2	7	4	5
Communicates well both orally and in writing	18	3.42	-	-	7	5	6
Handles all interactions in a professional manner	18	3.36	-	-	9	5	4
Accomplishes goals and objectives and also provides additional value	18	3.31	-	1	7	5	5
Overall level of satisfaction	18	3.20	-	1	10	4	3

Q31.a to Q31.g Target Safety - Web-based Training

Analysis.: Q31.a to Q31.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q31.a to Q31.g Target Safety - Web-based Training



**Please use the space below to provide us with any additional comments or suggestions:
Target Safety - Web-based Training**

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options...: Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Target Safety continues to be greatly utilized in our organization, especially since our auxiliary student employees cannot access Skillport. We use it for several trainings, and it is consistent and reliable.</i>
N/A
N/A
<i>Haven't used since switching to Skillport.</i>
.....
<i>Have just implemented the system with most employees still needing to access the system</i>
<i>we are using skillport now.</i>
<i>nothing to add</i>
<i>Target Safety is easier to use than SkillPort by far. Their trainings are basic, but fulfill the training requirements sent forth in various regulations. Their staff have always been professional and helpful.</i>
<i>no additional comments</i>
<i>I prefer Target Safety over Skillport because users do not have to be employees in order to access the system and the report in Target Solution is very user friendly.</i>
.
none
N/A
<i>Will provide timely response and offer options to trainings not in current library.</i>
<i>Their website is SO complicated that ir's virtually useless to me</i>
<i>Since we have been attempting to move to Skillport unsuccessfully, we have been glad to still have Target Solutions to fall back on. Nothing else of value to comment on at this time.</i>
N/A

**REVIEW OF THE ALLIANT LOSS CONTROL SERVICES
UTILIZATION REPORT**

ISSUE: Attached for the Committee’s review is the Alliant Loss Control Services Utilization Report.

RECOMMENDATION: No action is recommended. This item is for information only.

FISCAL IMPACT: The annual fee for the Alliant Loss Control Services contract is \$130,000. Services will be charged at \$193.50 an hour, with total hours not to exceed 672.

BACKGROUND: The current term of this contract is July 1, 2018 to June 30, 2019.

PUBLICATION: None.

ATTACHMENT(S):

- a. Alliant Loss Control Services – Utilization Report.

AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2017-18

4/26/2018

DATE	ACCOUNT NO.	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
07/01/17			CARRY OVER (2016-17)					\$19,912.30	
04/01/18			ADDITIONAL APPROVED					\$20,000.00	
07/18/17			QUARTERLY INVOICE 5					\$23,250.00	664685
10/01/17			QUARTERLY INVOICE 5					\$23,250.00	713597
01/02/18			QUARTERLY INVOICE 5					\$23,250.00	760847
04/26/18			QUARTERLY INVOICE 5					\$23,250.00	827829
			TOTAL invoiced to date 2017/2018					\$132,912.30	
07/12-07/14/17	AORMA		Preparation - Prep of AORMA webinar ppt's, schedule.	J. Owen	7.5	\$181.25	\$1,359.38	\$1,359.38	
07/13-07/14/17	CSU Sacramento, UEI	0.38	Client Meeting - Introductions, Discussion of Ergonomic eval approaches, review of training matrix template	J. Owen	3	\$193.75	\$581.25	\$581.25	
07/11/17	CSU Fresno	1.4	Onsite Survey - Confined space assessment of program and practices.	T. Leech	11	\$193.75	\$2,131.25	\$2,131.25	
07/17-07/18/17	AORMA		Preparation - Prep of AORMA webinar ppt's	J. Owen	6.5	\$181.25	\$1,178.13	\$1,178.13	
07/21/17	CSU Sacramento, UEI	0.75	Onsite Survey - Ergonomic evaluation for student assistant working in Fresno	J. Owen	6	\$193.75	\$1,162.50	\$1,162.50	
07/17/17	AORMA		Product Development - Aug. 11th PPT Development	K. Loisel	1	\$181.25	\$181.25	\$181.25	
07/17/17	CSU Fresno	0.44	Onsite Survey - Confined Space	T. Leech	3.5	\$193.75	\$678.13	\$678.13	
07/20-07/21/17	AORMA		Research information on kitchen Safety for the webinar.	A. Lazar	8	\$181.25	\$1,450.00	\$1,450.00	
07/19/17	Cal Poly Pomona ASI		Research/Development - Researched and provided information to Powell Velasco's IIPP questions.	A. Lazar	3	\$181.25	\$543.75	\$543.75	
07/28/17	AORMA		Webinar - Research information and create PPT on kitchen Safety for the webinar.	A. Lazar	5	\$181.25	\$906.25	\$906.25	
07/23/17	Cal Poly Pomona ASI		Peer Review - Review of Archie's response to IIPP questions from Cal Poly	J. Owen	0.5	\$181.25	\$90.63	\$90.63	
07/28/17	AORMA		Peer Review - Peer review for Krist's presentation	J. Owen	0.5	\$181.25	\$90.63	\$90.63	
07/25/17	CSU Sacramento, UEI		Peer Review - Ergo report	K. Loisel	0.25	\$181.25	\$45.31	\$45.31	
07/25-07/28/17	AORMA		Research/Development - Powerpoint for 8/11 webinar Preparation for Meeting	K. Loisel	6	\$181.25	\$1,087.50	\$1,087.50	
07/26/17	AORMA		Develop Slip, Trip, Fall Presentation for the Webinar	T. Leech	4	\$181.25	\$725.00	\$725.00	
		JULY TOTALS	2.97		65.75	-----	\$12,210.94	\$12,210.94	
07/31-08/04/17	AORMA		Webinar - Create PPT, checklist and reference for webinar on kitchen safety.	A. Lazar	10	\$181.25	\$1,812.50	\$1,812.50	
08/08/17	AORMA		Webinar - Conducted webinar "Are you ready for rookies in the kitchen?"	A. Lazar	1.25	\$181.25	\$226.56	\$226.56	
08/07-08/11/17	AORMA		Webinar - Completion of 2 AORMA webinars, moderation of 1 webinar	J. Owen	6	\$181.25	\$1,087.50	\$1,087.50	
08/10/17	AORMA		Correspondence - Contact with auxiliaries	J. Owen	1	\$181.25	\$181.25	\$181.25	
08/07/17	AORMA		Webinar - Introduction, Monitor/Polling during webinar "Getting the Most From Your Resources 2017-18" (Aug. 7th Webinar)	K. Loisel	1.5	\$181.25	\$271.88	\$271.88	
08/07-08/10/17	AORMA		Webinar - Loss run analysis on RSIs. Prepare Powerpoint presentation. Present webinar "How to Intercept Common Mistakes that Lead to RMTs"	K. Loisel	4.25	\$181.25	\$770.31	\$770.31	
08/08/17	AORMA		Webinar - Introduction, host/monitor/polling during webinar "Are You Ready for Rookies in the Kitchen?" (Aug. 8th Webinar)	K. Loisel	1	\$181.25	\$181.25	\$181.25	
08/09/17	AORMA		Webinar - Host, monitor/poll attendees. "Best Practices for Slips, Trips & Falls" (Aug 10th Webinar)	K. Loisel	1	\$181.25	\$181.25	\$181.25	
08/10/17	AORMA		Set up/host/polling webinar "Don't Get Sacked with Back Injuries" - Follow up e-mail to Crystal Gomez (CSU Fullerton)	K. Loisel	1.5	\$181.25	\$271.88	\$271.88	
08/11/17	AORMA		Webinar - Present webinar "	K. Loisel	1.25	\$181.25	\$226.56	\$226.56	
08/08-08/09/17	AORMA		Webinar - Finalize webinar, prepare and provide webinar training	T. Leech	5	\$181.25	\$906.25	\$906.25	
08/09/17	CSU Fresno	1	EMS Safety Services - 1 Day	OnSite Training	8		\$1,485.00	\$1,485.00	170809
08/10-08/11/17	CSU Sacramento - UU	2	EMS Safety Services - 2 Days	OnSite Training	16		\$3,100.00	\$3,100.00	170810-11
08/18/17	SDSU, ASI		Research/Development - Researched information on Ergonomics for Childcare Workers and Building Engineers for upcoming training.	A. Lazar	5	\$181.25	\$906.25	\$906.25	
08/14/17	AORMA		Report writing - Summary report for AORMA web series	J. Owen	1.5	\$181.25	\$271.88	\$271.88	

AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2017-18

4/26/2018

DATE	ACCOUNT NO.	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
08/17-08/18/17	AORMA		Preparation - Research, Prep slides for AORMA Committee meeting	J. Owen	4	\$181.25	\$725.00	\$725.00	
08/15-08/16/17	AORMA		Correspondence - Updated Group A Communication email, Phone calls, emails, and on-site meeting scheduling with Group A and B contacts	J. Owen	2	\$181.25	\$362.50	\$362.50	
08/17/17	AORMA		Research/Development - Research and response for Recreation Center Safety Client Meeting - Conducted ergonomic evaluations - 31 employees, assessment of storage areas at Viejas Arena and Childcare Center kitchen area and safety training for building engineering staff.	J. Owen	2.5	\$181.25	\$453.13	\$453.13	
08/22-08/23/17	SDSU, ASI	2.75	Preparation - Research, Prep slides for AORMA Group A meetings. Development of template	A. Lazar	22	\$193.75	\$4,262.50	\$4,262.50	
08/21-08/24/17	AORMA		Preparation - Updated WC data review, presentation prep, on-site visit walkthrough prep	J. Owen	4	\$181.25	\$725.00	\$725.00	
08/23-08/25/17	CSU Sacramento UEI		Loss Run/Analysis - Analyzing trends	J. Owen	3.5	\$181.25	\$634.38	\$634.38	
08/24-08/25/17	CSU Sacramento UEI		Onsite Survey - Updated Loss Review, Presentation, handouts	T. Wahoske	1.5	\$181.25	\$271.88	\$271.88	
08/28-09/01/17	CSU Sacramento UEI	0.93	Research/Development - Prep for loss review meeting	J. Owen	7.5	\$193.75	\$1,453.13	\$1,453.13	
08/29/17	SJSU, ASI		Research/Development - Looking for Trends	J. Owen	1.5	\$181.25	\$271.88	\$271.88	
08/31-09/01/17	SJSU, ASI			T. Wahoske	0.5	\$181.25	\$90.63	\$90.63	
Aug Totals		6.68			113.25		\$21,130.31	\$21,130.31	
09/14/17	Cal Poly Pomona	1	EMS Safety Services	OnSite Training	20	\$75.00	\$1,650.00	\$1,650.00	170914
09/06-09/07/17	AORMA	1	Client Meeting - Attendance and presentation in AORMA Committee meeting	J. Owen	6	\$193.75	\$1,162.50	\$1,162.50	
09/05-09/08/17	SJSU, ASI		Research/Development - Prep for loss review meeting and handouts	J. Owen	1	\$181.25	\$181.25	\$181.25	
09/05/17	Humboldt Center		Preparation - Prep content for Loss Review session and handouts	J. Owen	1.5	\$181.25	\$271.88	\$271.88	
09/15/17	SJSU, ASI		Preparation - Prep for loss review meeting and handouts	J. Owen	1.5	\$181.25	\$271.88	\$271.88	
09/15/17	Humboldt, Sponsored Foundation		Preparation - Prep for loss control session	J. Owen	1.5	\$181.25	\$271.88	\$271.88	
09/15/17	Humboldt Center		Loss Run/Analysis - Trends	T. Wahoske	0.5	\$181.25	\$90.63	\$90.63	
09/14-09/15/17	CSU Fresno		Preparation for Meeting - Begin risk assessment, conference call with Lisa Kao	T. Leech	4	\$181.25	\$725.00	\$725.00	
09/21-09/22/17	SDSU, ASI		Report writing - ergonomic evaluations - 32 students	A. Lazar	17	\$181.25	\$3,081.25	\$3,081.25	
09/19-09/20/17	SJSU, ASI	1	Client Meeting - SJSU AS resource review, loss analysis, walkthrough and follow-up actions	J. Owen	8	\$193.75	\$1,550.00	\$1,550.00	
09/20/17	AORMA		Preparation - Prep call with Mimi for Rec Center survey	J. Owen	1	\$181.25	\$181.25	\$181.25	
09/18-09/21/17	Humboldt Center		Loss Run/Analysis - Looking for Trends	T. Wahoske	1	\$181.25	\$181.25	\$181.25	
09/22/17	Humboldt, Sponsored Foundation		Loss Run/Analysis - Trend analysis	T. Wahoske	0.5	\$181.25	\$90.63	\$90.63	
09/28/17	Humboldt Center	1	Client Meeting - HMB - Center Loss Review, Operations walkthrough, planning discussion	J. Owen	8	\$193.75	\$1,550.00	\$1,550.00	
09/29/17	Humboldt, Sponsored Foundation	1	Client Meeting - HMB - Sponsored Foundation Loss Review, Operations walkthrough, planning discussion	J. Owen	8	\$193.75	\$1,550.00	\$1,550.00	
09/25-09/26/17	SDSU		Peer Review - 32 Ergo Evaluations	K. Loiselle	2.25	\$181.25	\$407.81	\$407.81	
09/27/17	Cal State Fresno		Preparation for Meeting - Setting up Risk assessment	T. Leech	4.5	\$181.25	\$815.63	\$815.63	
09/29/17	Cal Poly Pomona, ASI	0.63	Onsite Survey - Ergonomic Assessments	T. Leech	5	\$193.75	\$968.75	\$968.75	
September Totals		5.63			91.25		\$15,001.56	\$15,001.56	
10/03/17	Humboldt Center		Client Meeting - Report, action items	J. Owen	1	\$181.25	\$181.25	\$181.25	
10/03/17	Humboldt, Sponsored Foundation		Client Meeting - Report, action items	J. Owen	1	\$181.25	\$181.25	\$181.25	
10/03-10/04/17	AORMA		Correspondence - Review and draft update for AORMA Rec Center communication, inventory spreadsheet	J. Owen	1	\$181.25	\$181.25	\$181.25	
10/05/17	CSU Sacramento, UEI	0.25	Client Meeting - Walkthrough of dining service areas	J. Owen	2	\$193.75	\$387.50	\$387.50	
10/03/17	Cal Poly Pomona, ASI		Peer Review - Ergonomic reports (10)	K. Loiselle	1.5	\$181.25	\$271.88	\$271.88	
10/04/17	CSU Fresno Ag	1.5	Onsite Survey - Farm Risk Assessment	T. Leech	12	\$193.75	\$2,325.00	\$2,325.00	

AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2017-18

4/26/2018

DATE	ACCOUNT NO.	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
10/09/17	Cal Poly Pomona, Foundation		Preparation for Meeting - Created PPT for the meeting including loss trend analysis.	A. Lazar	1	\$181.25	\$181.25	\$181.25	
10/10/17	Cal Poly Pomona, Foundation	0.63	Onsite Survey - Meeting with Cal Poly Pomona Foundation, Inc.'s directors and managers	A. Lazar	5	\$193.75	\$968.75	\$968.75	
10/10/17	SDSU, ASI		Peer Review - 7 Ergo Evaluations	K. Loisel	0.5	\$181.25	\$90.63	\$90.63	
10/13/17	CSUSB, Univ Ent.		Loss Run/Analysis	K. Loisel	0.75	\$181.25	\$135.94	\$135.94	
10/16-10/20/17	AORMA		Research/Development - Fact Sheet and research for Serving Alcohol at sporting events	J. Owen	2	\$181.25	\$362.50	\$362.50	
10/16/17	AORMA		Research/Development - Review of Recreation Center content from CSUN and CSUS	J. Owen	2	\$181.25	\$362.50	\$362.50	
10/16/17	CSUN University Corp		Preparation for Meeting - Created PPT for the meeting including loss trend analysis.	A. Lazar	1.5	\$181.25	\$271.88	\$271.88	
10/17/17	CSUN University Corp	0.25	Client Meeting - Meeting with CSUN University Corp HR Director, Manager, Secretary.	A. Lazar	2	\$193.75	\$387.50	\$387.50	
10/25/17	CSU Chico - Research Foundation		Preparation for Meeting - Development of Loss Summary report and resources	J. Owen	1.5	\$181.25	\$271.88	\$271.88	
10/25-10/26/17	AORMA	0.25	Recreation Center - content review additional content (CSUP, CSUSB)	J. Owen	2	\$181.25	\$362.50	\$362.50	
	October Totals	2.88			36.75	\$3,131.25	\$6,923.44	\$6,923.44	
10/30-11/02/17	AORMA		Recreation Center - additional content (J. Owen	2	\$181.25	\$362.50	\$362.50	
11/07-11/09/17	AORMA		Research/Development - Recreation Center content binder and spreadsheet	J. Owen	3	\$181.25	\$543.75	\$543.75	
11/07-11/08/17	CSUSB, Univ Ent.		Loss Run/Analysis Preparation for client meeting PPT/Handout	K. Loisel	4.25	\$181.25	\$770.31	\$770.31	
11/09/17	CSUSB, Univ Ent.	0.63	Client Meeting - Onsite meeting, introduction, loss review.	K. Loisel	5	\$193.75	\$968.75	\$968.75	
11/10/17	CSU Fresno		Report writing - Completing Risk Assessments for AG	T. Leech	3	\$181.25	\$543.75	\$543.75	
11/07-11/08/17	CSU Chico, Research Foundation		Loss Run/Analysis	T. Wahoske	1	\$181.25	\$181.25	\$181.25	
11/17/17	CSU Chico, Research Foundation	0.75	Client Meeting - Loss Review meeting	J. Owen	5	\$193.75	\$968.75	\$968.75	
11/14/17	General		Research/Development - Analysis of Rec Center documents and creation of spreadsheet/binder	J. Owen	3	\$181.25	\$543.75	\$543.75	
11/20/17	CSU Fresno, Agriculture	0.25	Onsite Survey - Risk assessment	T. Leech	2	\$193.75	\$387.50	\$387.50	
11/27/17	CSU Chico, Research Foundation		Research/Development - Research and provided information on Field Safety programs	J. Owen	1	\$181.25	\$181.25	\$181.25	
11/27/17	CSU Sacramento, UEI		Correspondence - Provided 5 fact sheets and example newsletter templates in support of request for content from UEI	J. Owen	1	\$181.25	\$181.25	\$181.25	
11/28/17	CSULB - ASI		Correspondence - Confirmation letter to Christia	K. Loisel	0.75	\$181.25	\$135.94	\$135.94	
11/28/17	Cal Poly Pomona, ASI	0.35	Onsite Survey - Ergonomic Assessment and Report	T. Leech	3	\$193.75	\$581.25	\$581.25	
	November Totals	1.98			34.00	-----	\$6,350.00	\$6,350.00	
12/1/17	CSULB, ASI		Peer Review - Peer review Christmas Tree safety	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
12/1/17	SJSU, Research Foundation		Preparation for Meeting - Loss Review materials prep	J. Owen	2.00	\$181.25	\$362.50	\$362.50	
12/05/17	CSU Fresno		Peer Review - Peer review of CSU Fresno Ag LOTO, Confined Space, Fall report	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
12/07/17	SJSU, Research Foundation		Report writing - Write up for 7 workstation ergonomic evaluations	J. Owen	3.00	\$181.25	\$181.25	\$181.25	
12/06-12/08/17	SJSU, Research Foundation	1.375	Onsite Survey - Completion of 7 workstation ergonomic evaluations on location and reports	J. Owen	11.00	\$193.75	\$2,131.25	\$2,131.25	
12/04/17	AORMA		Preparation for Meeting - Preparation of presentation for AOA conference	J. Owen	2.00	\$181.25	\$362.50	\$362.50	
12/04/17	Humboldt Center		Research/Development - Research safety training record retention and recommendation email	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
12/04/17	CSULB, ASI		Peer Review - Review of Chair JHA	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
12/05-12/08/17	CSULB, ASI	1.1	Client Meeting - Prep for mtg; JHA for cleaning staff. Loss history/claims analysis. Onsite Meeting w/ Jesse Avella (Training Coordinator) and Arnecia Bryant	K. Loisel	8.50	\$193.75	\$1,646.88	\$1,646.88	

AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2017-18

4/26/2018

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12/04/17	CSU Fresno - Ag	0.25	Onsite Survey - Complete risk assessment report	T. Leech	2.00	\$193.75	\$387.50	\$387.50	
12/12/17	CSU Sacramento, UEI		Client Meeting - Met to review CSU Office Ergonomics training and discuss ergonomic plan	J. Owen	1.50	\$181.25	\$271.88	\$271.88	
12/11/17	SJSU, Univ. Union		Conference Call - Call with Mary Lewis (based on request to Mimmi). Follow-up email with recommended ergonomic next steps.	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
12/12/17	Humboldt Center		Peer Review - Peer review of 2 JHA's	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
12/12/17	Humboldt Center		Conference Call - Call and research on SkillPort capabilities (authentication, EHS courses)	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
12/11-12/13/17	CSULB - ASI		Report writing - JHA: Table cleaning & rotating floor machine	K. Loisel	3.00	\$181.25	\$543.75	\$543.75	
12/12/17	SJSU, Research Foundation		Peer Review - 7 ergo reports	K. Loisel	0.75	\$181.25	\$135.94	\$135.94	
12/20/17	SDSU - Aztec Shops		Call w/ Jennifer Kebely & Jennifer Lakin	K. Loisel	0.25	\$181.25	\$45.31	\$45.31	
12/20/17	CSULB - ASI		Other - Flash drive with 125+ fact sheets and 25 checklists	K. Loisel	0.50	\$181.25	\$90.63	\$90.63	
December Totals		2.725			39.50		\$7,065.63	\$7,065.63	
01/04/18	CSU Humboldt Center		Conference Call - Call to plan training for HMB center	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
01/09/18	AORMA	0.25	Preparation for meeting - conference	J. Owen	2.50	\$193.75	\$484.38	\$484.38	
01/17/18	Cal Poly Pomona, ASI		Preparation for Meeting - Reviewed losses and created PPT presentation for introductory meeting with Powell Velasco and Jennifer Taylor	A. Lazar	2.00	\$181.25	\$362.50	\$362.50	
01/18/18	Cal Poly Pomona, ASI	1.25	Client Meeting - Meeting with Powell Velasco and Jennifer Taylor from CPP ASI to discuss needs and services available to them.	A. Lazar	10.00	\$193.75	\$1,937.50	\$1,937.50	
01/22/18	CSULB, 49er Shops		Preparation for Meeting - Conducted claims analysis and created PPT presentation for introductory meeting with Rosa Hernandez, Clint Campbell and Monica Connole.	A. Lazar	2.00	\$181.25	\$362.50	\$362.50	
01/23/18	CSULB, 49er Shops	1.1	Client Meeting - Meeting with Rosa Hernandez, Clint Campbell and Monica Connole to discuss needs and services available to them.	A. Lazar	9.00	\$193.75	\$1,743.75	\$1,743.75	
01/25/18	Humboldt Center		Conference Call - Call with Food Services Director to prepare for weekend training in February	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
01/25/18	AORMA		Research/Development - Review of GenSource Software brochure website, and UC Risk Services software (at request of Daniel Howell)	J. Owen	2.00	\$181.25	\$362.50	\$362.50	
1/26 - 1/28/18	CSU Fresno, Rec Group	2	CPR, AED, First Aid Training - 26 attendees	OnSite Training	16.00		\$3,100.00	\$3,100.00	
1/30/18	Fresno State		Conference Call - Call with Lisa Kao	T. Leech	0.50	\$181.25	\$90.63	\$90.63	
January Totals		4.6			46.00		\$8,806.25	\$8,806.25	
2/1/18	CSUN, Univ. Corp		Preparation for Meeting - Conducted claims analysis and created PPT presentation for introductory meeting with Rosa Hernandez, Clint Campbell and Monica Connole.	A. Lazar	1.00	\$181.25	\$181.25	\$181.25	
2/2/18	CSUN, Univ. Corp	0.75	Onsite Survey - Conducted Annual Safety Walk of University Corp facilities with Cinthia Seguenza and Tim Killips	A. Lazar	6.00	\$193.75	\$1,162.50	\$1,162.50	
2/2/18	CSU Sacramento, UEI	0.35	Onsite Survey - Conducted 2 office ergonomic evaluations at the Department of Water Resources	J. Owen	3.00	\$193.75	\$581.25	\$581.25	
01/30-02/02/18	CSUSB, Univ. Enterprises		Loss Run/Analysis - Follow up correspondence w/ Christia Williams. Loss Analysis (2013-15).	K. Loisel	1.25	\$181.25	\$226.56	\$226.56	
2/5/18	CSU Sacramento, UEI		Report writing - Workstation ergonomic evaluation reports (2)	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
2/9/18	Humboldt Center		Research/Development - Prep Kitchen Safety student assessment form (to be used in training)	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
02/15-02/17/18	Humboldt Center	2.2	Other - Prep and Onsite Kitchen Safety training sessions (6), and assistance with walkthrough inspections (Friday/Sat)	J. Owen	16.00	\$193.75	\$3,100.00	\$3,100.00	
2/13/18	SDSU		Correspondence - Correspondence w/ Jennifer Lakin - fact sheets for safety meetings	K. Loisel	0.50	\$181.25	\$90.63	\$90.63	

AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2017-18

4/26/2018

DATE	ACCOUNT NO.	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
02/18-02/19/18	Humboldt Center	2.25	Other - Pres and Onsite Kitchen Safety training sessions (6), and assistance with walkthrough inspections (Sun/Mon)	J. Owen	16.50	\$193.75	\$3,196.88	\$3,196.88	
2/20/18	CSU Chico, Research Foundation		Research/Development - Researched a few topics and provided response: Fleet Safety, and also for project to remove fencing around damaged building	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
2/20/18	SDSU - Aztec Shops		Loss Run/Analysis - Loss run review	K. Loielle	0.50	\$181.25	\$90.63	\$90.63	
2/14/18	CSUN, Univ. Corp		Report writing - Report writing - annual survey of facilities.	A. Lazar	3.00	\$181.25	\$543.75	\$543.75	
2/19/18	CSU Fullerton		Onsite Survey - Prepared slides and conducted claims analysis for Introductory meeting.	A. Lazar	1.00	\$181.25	\$181.25	\$181.25	
2/20/18	CSU Fullerton	0.94	Onsite Survey - Met with Rosario Borromeo and Maile Sajiao to discuss request for kitchen Training, Alliant Services and claims review.	A. Lazar	7.50	\$193.75	\$1,453.13	\$1,453.13	
2/9/18	CSULB- USU	2.25	EMS Safety Services	OnSite Training	18.00		\$1,485.00	\$1,485.00	#180209
2/9/18	CSULB- USU	0.25	EMS Safety Services	OnSite Training	2.00		\$187.00	\$187.00	#180209
2/9/18	CSULB- USU		Additional Instructor fee	OnSite Training	1.00		\$165.00	\$165.00	#180209
2/27/18	CSUN, Univ. Corp		Peer Review	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
2/26/18	SDSU - Aztec Shops		Loss Run/Analysis	K. Loielle	0.50	\$181.25	\$90.63	\$90.63	
2/27/18	SDSU - Aztec Shops	1	Client Meeting - 2 Workstation Evaluations: Evaluation of Starbucks location, The Garden, Food Svc Areas. Discussed areas of improvement (A.I. and Ergo Program)	K. Loielle	8.00	\$193.75	\$1,550.00	\$1,550.00	
February Totals		9.99		-----	89.25	-----	\$14,919.81	\$14,919.81	
3/2/18	CSU Chico, Research Foundation		Other - Discussed client request for info on protection of their vacant building, replacing temporary fencing and provided handout.	A. Lazar	0.75	\$181.25	\$135.94	\$135.94	
3/8/18	Cal Poly Pomona, ASI		Other - Emailed to and discussed info with Shelbi Long, Associate Director from Cal Poly Pomona in regards to policy/best practices on student employee driving for AORMA - EPN, safe operation, trip time and distance limitation, alcohol and drug use, cell phone use, passengers, speed limits.	A. Lazar	2.00	\$181.25	\$362.50	\$362.50	
3/5/18	CSU Sacramento, UEI		Fact Sheet - Safety Committee Fact Sheet and recommendations	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
3/6/18	SDSU, Aztec Shops		Report writing - Workstation evaluations (add photos, make edits). Distribute to client.	K. Loielle	1.50	\$181.25	\$271.88	\$271.88	
3/13/18	CSU Sonoma, ASI		Fact Sheet - Received request from Sonoma EH&S Manager for Fact Sheets/Safety Meeting content. Had conference call to discuss and provide materials.	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
3/15/18	CSU Stanislaus, ASI		Preparation for Meeting - Prep of Loss Review materials	J. Owen	1.00	\$181.25	\$181.25	\$181.25	
3/16/18	CSU Sacramento - UEI		Conference Call - Call to discuss Food Safety violations and media coverage	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
3/11/18	SDSU - Aztec Shops		Report writing - Confirmation letter with recommendations	K. Loielle	0.50	\$181.25	\$90.63	\$90.63	
3/21/18	CSUN, Univ. Corp		Report writing - Wrote the report.	A. Lazar	2.00	\$181.25	\$362.50	\$362.50	
3/20/18	Cal Poly Pomona, ASI		Peer Review - Peer review IIPP for Powell Velasco to be discussed for 4-3-18 meeting.	A. Lazar	0.50	\$181.25	\$90.63	\$90.63	
03/20-03/22/18	SJSU, Univ. Union		Preparation for Meeting - Prep Loss report, presentation/handout with materials	J. Owen	2.00	\$181.25	\$362.50	\$362.50	
3/19/18	CSU Sacramento - UEI		Correspondence - Conference call and correspondence for: Food Inspection violations, ergonomic evaluations for employees working at other locations, and safety committee presentation	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
3/28/18	CSU Sacramento - UEI		Travel Expenses	J. Owen		\$181.25	\$0.00	\$0.00	

AUXILIARY ORGANIZATION RISK MANAGEMENT ASSOCIATION 2017-18

4/26/2018

DATE	ACCOUNT NO.	No. Safety Days	PROJECT DETAILS	CONSULTANT / COMPANY	NO. OF HOURS	HOURLY RATE	TOTAL LABOR	TOTAL INVOICE AMT	INVOICE NUMBER
3/28/18	CSU Sacramento - UEI	0.25	Client Meeting - Attended and presented at the Safety Committee meeting and follow up content	J. Owen	2.00	\$193.75	\$387.50	\$387.50	
3/27/18	SDSU, Aztec Shops		Peer Review - Peer Review of Starbucks survey report	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
03/26-03/28/18	SDSU, Aztec Shops		Fact Sheet - Summary letter	K. Loisel	1.25	\$181.25	\$226.56	\$226.56	
March Totals		0.25			16.00		\$2,925.00	\$2,925.00	
04/03-04/04/18	SJSU, Univ. Union	1.03	Client Meeting - Loss Review and Planning meeting, Follow-up correspondence	J. Owen	8.50	\$193.75	\$1,646.88	\$1,646.88	
4/10/18	SJSU, Univ. Union		Research/Development - Research and providing materials from Loss Review meeting	J. Owen	1.50	\$181.25	\$271.88	\$271.88	
4/20/18	CSU Sacramento, UEI	0.75	Onsite Survey - Ergo evaluation for student employee in Rohnert Park	J. Owen	6.00	\$193.75	\$1,162.50	\$1,162.50	
4/18/18	Humboldt Center		Other - Creation of service plan	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
04/17-04/18/18	AORMA		Update and provide 87 Fact sheets to Mimi for CSU RMA website	J. Owen	2.50	\$181.25	\$453.13	\$453.13	
4/19/18	CSUF - Auxiliary Services		Other - Reviewed IIPP	A. Lazar	1.00	\$181.25	\$181.25	\$181.25	
4/19/18	Cal Poly Pomona - ASI		Other - Researched sample driving policy and defensive driving training	A. Lazar	1.00	\$181.25	\$181.25	\$181.25	
04/01-04/02/18	Cal Poly Pomona, ASI		Research/Development - Prepared, reviewed, updated PPT for General Safety Training - Slips, Trips, Falls and Strains and Sprains. Also created PPT for common findings from survey walk in Jan. 2018	A. Lazar	8.00	\$181.25	\$1,450.00	\$1,450.00	
4/3/18	Cal Poly Pomona, ASI	0.5	Reviewed updated claims from Jan. 2018						
4/3/18	Cal Poly Pomona, ASI	0.5	Client Meeting - Conducted two training for maintenance and custodial management and staff on General Safety and Common Findings from safety walk in January 2018. Met with Shelbi Long, Assoc Dir of Recreation, ASI to discuss needs for assistance with Fleet Safety Program etc.	A. Lazar	4.00	\$193.75	\$775.00	\$775.00	
4/11/18	CSUF, Auxiliary Services		Preparation for Meeting - Prep work for Kitchen Safety Awareness Training - reviewed claims, peer reviewed	A. Lazar	2.00	\$181.25	\$362.50	\$362.50	
4/12/18	CSUF, Auxiliary Services	1	Client Meeting - Conducted Kitchen Safety Awareness Training with managers and supervisors at food court.	A. Lazar	8.00	\$193.75	\$1,550.00	\$1,550.00	
4/25/18	Humboldt Center		Correspondence - Draft #1 FY19 Service plan sent to Exec Director	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
April Totals		3.78			43.50		\$8,215.63	\$8,215.63	
5/1/18	HMB Center, CSU Stanislaus ASI, CSUF ASI, CSU Chico Research		Correspondence - Correspondence with several Auxiliaries to schedule meetings, response to feedback on service plan, and follow-up on actions	J. Owen	1.50	\$181.25	\$271.88	\$271.88	
5/1/18	Cal Poly Pomona, Foundation	0.5	Onsite Survey - Workstation Evaluations (2) - Bookstore employees	K. Loisel	4.00	\$193.75	\$775.00	\$775.00	
5/10/18	Cal Poly Pomona Foundation		Peer Review - Ergo Eval	J. Owen	0.50	\$181.25	\$90.63	\$90.63	
05/07-05/08/18	Cal Poly Pomona, Foundation		Report writing - Edits to report, add photos. Finalize, distribute reports.	K. Loisel	1.50	\$181.25	\$271.88	\$271.88	
05/21-05/25/18	CSULB, Research Foundation	0.59	Onsite Survey - Workstation Evaluation - Jose Martinez report	K. Loisel	4.75	\$193.75	\$920.31	\$920.31	
May Totals		1.09			12.25		\$2,329.69	\$2,329.69	
						\$181.25	\$0.00	\$0.00	
						\$181.25	\$0.00	\$0.00	
June Totals		0.00			0.00		\$0.00	\$0.00	
TOTAL SAFETY DAYS USED (2017-18):		42.58	TOTAL FUNDS USED TO DATE:		587.50		\$105,878.25	\$105,878.25	
4/26/2018			REMAINING BALANCE for FY18					\$27,034.05	

REVIEW OF THE EMPLOYERS GROUP UTILIZATION REPORT

ISSUE: Attached for the Committee's review is the Employers Group utilization report.

RECOMMENDATION: No action is recommended. This item is for information only.

FISCAL IMPACT: Currently, the annual rate per Auxiliary Organization is \$530. This expense is included within the CSURMA AORMA budget and therefore, has already been collected from each auxiliary member.

BACKGROUND: The term of the current contract is July 1, 2017 to June 30, 2020. The Employers Group has been providing HR consulting services to AORMA members since March 1, 2011.

PUBLICATION: None.

ATTACHMENT(S):

- a. Employers Group Utilization Report

**AORMA - HR Consulting
Employers Group
Utilization Report - As of 6/7/2018**

Type of Activity	Activity - As of 6/17/2015	Activity - As of 2/10/2016	Activity - As of 9/13/2016	Activity - As of 2/24/2017	Activity - As of 6/7/2018	Notes
Helpline Calls	621	702	765	814	940	6/7/2018 - 48 Auxiliaries have called.
Resource Library	260	267	291	316	366	
Comp/Benefits Survey Participation	8	10	10	13	15	
Roundtable/Webinar Attendance	145	158	180	202	221	Note that free webinars are sometimes not recorded in our system. Actual number may be higher.
Public Workshop Trainings*	22	25	26	38	42	
Registration - Workplace/Employment Law Update	50	61	65	73	89	16 Registrations for 2017 WELUs
Inquiry/Proposed – On-Site Training*	41	42	44	45	46	
Contracted - On-Site Training	33	36	38	42	45	Includes CPR on-going program and 2 ETP programs
Inquiry/Proposed - On-Line training	7	8	8	8	9	
Contracted - On-Line Training	4	4	5	5	6	
Inquiry/Proposed Affirmative Action Planning	20	22	24	26	30	
Contracted - Affirmative Action Planning	13	14	16	18	22	
Contracted - Affirmative Action Plan Audit Support	1	1	1	1	1	
Inquiry/Proposed – Employee Handbook*	6	6	6	6	6	3 Contracted
Inquiry/Proposed – E.O.S.*	7	8	10	11	16	
Contracted - EOS	1	3	4	5	12	7 done as member service. 5 for fee (extra support)
Inquiry/Proposed – Consulting*	17	18	19	19	20	
Contracted - Consulting	11	11	12	12	14	12 comp evals,
Inquiry/Proposal - Unemployment Insurance Managem	3	3	3	3	3	
Contracted - Unemployment Insurance Management	1	1	1	1	1	
Inquiry/Proposal - Comp.Benenfits Planning	13	14	15	18	23	Also includes 6 comp evals (not included above)
Contracted - Research, Comp/Benefits Planning	8	8	9	10	14	
Other (Books, CD ROMs, Posters, etc.	5	6	6	7	7	

REVIEW OF THE PRAESIDIUM UTILIZATION REPORT

ISSUE: Attached for the Committee’s review is the Praesidium’s Utilization Report.

RECOMMENDATION: This item is for information only; no action is requested.

FISCAL IMPACT: This item is for discussion only and no fiscal impact is expected. The CSURMA Executive Committee did approve the contract costs of \$140,000 for the six Regional Workshops plus two Guardian Certification Workshops as well as \$3,000 per campus (\$72,000) and these costs have been included in the CSURMA budget.

BACKGROUND: CSURMA Executive Committee approved an extension of the contract with Praesidium for prevention of abuse of minors for the term July 1, 2017 to June 30, 2020. The Praesidium products and services are now offered on an “ala carte” basis. Each campus will receive a \$3,000 stipend to be used on any product or service. All Praesidium billings will run through Systemwide Risk Management (SRM) for initial payment. SRM will then seek reimbursement from the Campus or Auxiliary Organization as appropriate.

In addition to the \$3,000 per campus stipend, Praesidium will perform six regional workshops and two guardian certification workshops.

PUBLICATION: Periodically, Staff will send out reminders, to all of the AORMA Members, outlining the Praesidium program services.

ATTACHMENT(S):

- a. Praesidium Inc. – Utilization Report.

Campus/Auxiliary	Praesidium Service 2016-2017	Praesidium Service 2017-2020	Quantity	Additional Service Notes	Service Amount
CSURMA/Chancellor's Office	23 Campus credits @ \$2,000 per Campus for year		23		- 46,000
CSURMA/Chancellor's Office		23 Credits at \$3,000 per campus one time	23		69,000
CSURMA/Chancellor's Office		Certified Praesidium Guardian June 26-28, 2018 at Chancellor's Office 2019 at NorCal TBD	2		62,000
CSURMA/Chancellor's Office		Regional Workshops Hosted by CSULA Anticipated May 2018 Hosted by SFSU Anticipated Fall 2018	6		9,000
CSURMA/Chancellor's Office	\$1,500 per workshop - Completed (San Marcos, Stanislaus, Pomona, East Bay)		4		6,000
Bakersfield	Know Your Score		4	Assessments	2,000.00
Cal Poly Pomona	Online Training	Online Training	-	See CPP ASI note below	-
Cal Poly Pomona ASI	Online Training	Online Training	17	No courses completed but intend to use designated CPP campus credit	136.00
Channel Islands			-		-
Chico	Know Your Score		2	Assessments	2,000.00
Dominquez Hills	Online Training	Online Training	69	Courses	552.00
East Bay	Online Training	Online Training	-	No courses completed but intend to use designated campus credit	-
Fresno	Onsite Training Anticipated Fall of 2017	Online Training	113	Courses	2,904.00
Fullerton	Online Training		7	Courses	56.00
Humboldt State University	Know Your Score! Online Assessment TBD		-		2,000.00
Long Beach	Online Training	Online Training	868	Courses	6,944.00
Long Beach ASI	Online Training	Online Training	448	Courses	3,584.00
Los Angeles	On-Site Training (November 2017)		-		2,000.00
Maritime Academy	Online Training		219		1,752.00
Monterey Bay			-		-
	On-Site Risk Assessment		-	Project to span September 2017 - December 2018	30,000.00
Northridge	On-Site Training (Completed October 11 2017)		26		2,208.00
Sacramento	Risk Assessment (Summer Fall 2018)		-		32,000.00
San Bernardino	Online Training	Online Training	50	Courses	400.00
San Diego State University	On-Site Training (January 2018)	On-Site Training (May 2018)	2		4,000.00
San Francisco State University	Online Training (Completed September 14, 2017)		1		4,000.00
San Jose State University	Online Training		1	Courses	8.00
San Luis Obispo		Online Training	1	Courses	8.00
San Marcos	Certified Praesidium Guardian (Dallas)		-		4,000.00
Sonoma State University	On-Site Training (Spring 2018)		1		-
Stanislaus State	Online Training	Online Training	3,153	Courses	25,224.00
TOTAL					

Campus/Auxiliary	Praesidium Service 2016-2017	Praesidium Service 2017-2020	Campus Credit for CSURMA	CSURMA Payment	Campus Payments	Praesidium Credits
CSURMA/Chancellor's Office	23 Campus credits @ \$2,000 per Campus for year		-	(46,000)	-	-
CSURMA/Chancellor's Office		23 Credits at \$3,000 per campus one time	-	(69,000)	-	-
CSURMA/Chancellor's Office		Certified Praesidium Guardian June 26-28, 2018 at Chancellor's Office		-	-	-
CSURMA/Chancellor's Office		2019 at NorCal TBD				
CSURMA/Chancellor's Office		Regional Workshops Hosted by CSULA Anticipated May 2018				
CSURMA/Chancellor's Office		Hosted by SFSU Anticipated Fall 2018				
CSURMA/Chancellor's Office	\$1,500 per workshop - Completed (San Marcos, Stanislaus, Pomona, East Bay)			(6,000)		
Bakersfield	Know Your Score		(5,000.00)		-	
Cal Poly Pomona	Online Training	Online Training	(5,000.00)		-	
Cal Poly Pomona ASI	Online Training	Online Training	-		-	
Channel Islands			(5,000.00)		-	
Chico	Know Your Score		(5,000.00)		-	
Dominquez Hills	Online Training	Online Training	(5,000.00)		-	
East Bay	Online Training	Online Training	(5,000.00)		-	
Fresno	Onsite Training Anticipated Fall of 2017	Online Training	(5,000.00)		-	
Fullerton	Online Training		(5,000.00)		-	
Humboldt State University	Know Your Score! Online Assessment TBD		(5,000.00)		-	
Long Beach	Online Training	Online Training	(5,000.00)		-	(2,664.00)
Long Beach ASI	Online Training	Online Training	-		-	(1,608.00)
Los Angeles	On-Site Training (November 2017)		(5,000.00)		-	
Maritime Academy	Online Training		(5,000.00)		-	
Monterey Bay			-		-	
	On-Site Risk Assessment		(5,000.00)		(15,000.00)	
Northridge	On-Site Training (Completed October 11 2017)		(5,000.00)		-	
Sacramento	Risk Assessment (Summer Fall 2018)		(5,000.00)		-	
San Bernardino	Online Training	Online Training	(5,000.00)		-	
San Diego State University	On-Site Training (January 2018)	On-Site Training (May 2018)	(5,000.00)		-	
San Francisco State University	Online Training (Completed September 14, 2017)		(5,000.00)		-	
San Jose State University	Online Training		(5,000.00)		-	
San Luis Obispo		Online Training	(5,000.00)		-	
San Marcos	Certified Praesidium Guardian (Dallas)		(5,000.00)		(2,000.00)	
Sonoma State University	On-Site Training (Spring 2018)		(5,000.00)		-	
Stanislaus State	Online Training	Online Training	(5,000.00)		-	
TOTAL			\$ (115,000.00)	(121,000)	\$ (17,000.00)	\$ (4,272.00)

Campus/Auxiliary	Praesidium Service 2016-2017	Praesidium Service 2017-2020	Campus Balance	Notes
CSURMA/Chancellor's Office	23 Campus credits @ \$2,000 per Campus for year		-	Paid in Full
CSURMA/Chancellor's Office		23 Credits at \$3,000 per campus one time	-	Paid in Full
CSURMA/Chancellor's Office		Certified Praesidium Guardian June 26-28, 2018 at Chancellor's Office 2019 at NorCal TBD	62,000.00	To be paid as used
CSURMA/Chancellor's Office		Regional Workshops Hosted by CSULA Anticipated May 2018 Hosted by SFSU Anticipated Fall 2018	9,000.00	To be paid as used
CSURMA/Chancellor's Office	\$1,500 per workshop - Completed (San Marcos, Stanislaus, Pomona, East Bay)		-	
Bakersfield	Know Your Score		(3,000.00)	
Cal Poly Pomona	Online Training	Online Training	(4,864.00)	
Cal Poly Pomona ASI	Online Training	Online Training	136.00	
Channel Islands			(5,000.00)	
Chico	Know Your Score		(3,000.00)	
Dominquez Hills	Online Training	Online Training	(4,448.00)	
East Bay	Online Training	Online Training	(5,000.00)	
Fresno	Onsite Training Anticipated Fall of 2017	Online Training	(2,096.00)	
Fullerton	Online Training		(4,944.00)	
Humboldt State University	Know Your Score! Online Assessment TBD		(3,000.00)	
Long Beach	Online Training	Online Training	(720.00)	Praesidium contracted separately with CSULB for use of one online course (2/1/2016-1/31/2017). Campus Balance column reflects reconciliation of CSULB and CSURMA contracts. <i>See CSULB note above</i>
Long Beach ASI	Online Training	Online Training	1,976.00	
Los Angeles	On-Site Training (November 2017)		(3,000.00)	
Maritime Academy	Online Training		(3,248.00)	
Monterey Bay			-	
	On-Site Risk Assessment		10,000.00	Per CSUMB Service Agreement No. RM/PR-1216, travel not to exceed \$15,000. Praesidium will bill CSUMB separately for Risk Assessment related work.
Northridge	On-Site Training (Completed October 11 2017)		(2,792.00)	
Sacramento	Risk Assessment (Summer Fall 2018)		27,000.00	
San Bernardino	Online Training	Online Training	(4,600.00)	
San Diego State University	On-Site Training (January 2018)	On-Site Training (May 2018)	1,000.00	
San Francisco State University	Online Training (Completed September 14, 2017)		(1,000.00)	
San Jose State University	Online Training		(4,992.00)	
San Luis Obispo		Online Training	(4,992.00)	
San Marcos	Certified Praesidium Guardian (Dallas)		(3,000.00)	Paid 8/9/16 directly by San Marcos
Sonoma State University	On-Site Training (Spring 2018)		(5,000.00)	
Stanislaus State	Online Training	Online Training	20,224.00	
TOTAL			\$ 62,640.00	

2018 CSURMA AORMA MEETING CALENDAR

ISSUE: The Program Administrator includes a current copy of the CSURMA AORMA meeting calendar in every agenda.

RECOMMENDATION: No action is requested on this item.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. CSURMA AORMA – 2018 Meeting Calendar

2018 CSURMA MEETING CALENDAR

JANUARY				FEBRUARY				MARCH			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
7	3:30 PM	EC (AOA Conference)	Sacramento	22	9:00 AM	PC	Teleconference	8	10:00 AM	AORMA	Long Beach
9	7:30 AM	PC (AOA Conference)	Sacramento					8	2:30 PM	EC	Long Beach
7 - 10		AOA Annual Conference	Sacramento					9	8:30 AM	EC LRP	Long Beach
15	10:30 AM	AIME									
APRIL				MAY				JUNE			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
23 - 24		Fitting the Pieces Conference	San Diego	7	10:30 AM	AIME	San Francisco	TBD		AOA EC	TBD
25	TBD	AORMA	San Diego		2:00 PM	BOD Orientation	Teleconference	21	1:00 PM	PC	Teleconference
25	8:30 AM	EC	San Diego								
25	10:30 AM	BOD	San Diego								
JULY				AUGUST				SEPTEMBER			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
23-24	11:00 AM	AORMA Officers Retreat	Monterey	TBD		AOA EC	TBD	5	9:00 AM	AORMA New Member	Sacramento
								5	10:00 AM	AORMA LRP	Sacramento
								6	9:00 AM	AORMA	Sacramento
								6	4:00 PM	EC Orientation	Sacramento
								7	8:30 AM	EC	Sacramento
								27	1:00 PM	PC	Teleconference
OCTOBER				NOVEMBER				DECEMBER			
Date	Time	Committee	Location	Date	Time	Committee	Location	Date	Time	Committee	Location
15	10:30 AM	AIME	Fullerton	TBD		AOA EC	TBD	6	10:00 AM	AORMA	TBD
	2:00 PM	BOD Orientation	Teleconference	29	8:00 AM	PC	San Francisco	7	8:30 AM	EC	TBD
25	10:00 AM	AORMA	Long Beach								
26	8:30 AM	EC	Long Beach								
26	10:30 AM	BOD	Long Beach								

AORMA = Auxiliary Organizations Risk Management Alliance Committee
 AIME = Athletic Injury Medical Expense Committee
 AORMA LRP = AORMA Long Range Planning Meeting

PC = AORMA Programs Committee
 AOA = CSU Auxiliary Organizations Association
 BOD = CSURMA Board of Directors

EC = CSURMA Executive Committee
 EC LRP = EC Long Range Planning Meeting

FY 2017/2018 AORMA LONG RANGE ACTION PLAN

ISSUE: The Program Administrator includes a copy of the current AORMA Long Range Action Plan in every agenda.

RECOMMENDATION: No action is requested; this item is for information only.

FISCAL IMPACT: None.

BACKGROUND: None.

PUBLICATION: None.

ATTACHMENT(S):

- a. FY 2017/2018 AORMA Long Range Action Plan

FY 2017/18 CSURMA AORMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	RESPONSIBLE ENTITY	DEADLINE	STATUS	
LRP-1 Workers' Compensation Program Growth					
Workers' Compensation Program Growth	1	Obtain underwriting information to finalize coverage and/or funding options for Members	PA	Jan-18	In Process
	2	Present Member funding options to AORMA Committee for approval	PA, AORMA	Feb-18	In Process
	3	Present final quotes to Members	PA	Mar-18	
	4	Provide underwriting information to CSAC EIA for approval	PA	Apr-18	
	5	Bind coverage within the AORMA Workers' Compensation Program	PA	Jun-18	
LRP-2 Formation of Student Clubs Insurance Program					
Student Clubs Insurance Program	1	Identify two or three campuses with very reliable information regarding student clubs	PA	Oct-17	In Process
	2	Create underwriting specifications and program design	PA	Jan-18	In Process
	3	Submit underwriting specifications to various insurers	PA	Feb-18	In Process
	4	Approve the creation of a Student Club Insurance Program	PA, AORMA, EC, BOD	May-18	
	5	Receive coverage proposals	PA	May-18	
	6	Approval to bind coverage	PA, AORMA, EC	Jun-18	
	7	Disseminate information to all Campuses and Auxiliary Members			
	8	Upload information onto the CSURMA website			
LRP-3 Captive Insurer					
Evaluation of participation in the CSU captive vehicle	1	Oversee formation of captive	PA, SRM	Dec-17	In Process
	2	Determine which insurance products can be marketed by the auxiliary organizations	PA, SRM, EC, AORMA	Jul-18	
	3	Design marketing plan	PA, SRM, AORMA	Aug-18	
LRP-4 Recreation Center Good Practices					
Development of Recreation Center Good Practices	1	Survey Campus and Auxiliary members to see what is currently in place	PA	Nov-17	Completed
	2	Research standards and guidelines published by industry experts	PA	Nov-17	In Process
	3	Prepare draft Recreation Center Good Practices for the Programs Committee approval	PA, PC	Jun-18	
	4	Approval of final Recreation Center Good Practices	AORMA	Sep-18	
	5	Disseminate information to all Campus and Auxiliary Members	PA	Oct-18	
	6	Upload information onto the CSURMA website	PA	Oct-18	

FY 2017/18 CSURMA AORMA LONG RANGE ACTION PLAN

GOAL	ACTION / TASK	RESPONSIBLE ENTITY	DEADLINE	STATUS	
LRP-5 AORMA Benefits Program					
Formation of AORMA Benefits Program	1	Authorize formation of AORMA Benefits Program	AORMA, EC	Sep-17	Completed
	2	Authorize formation of AORMA Benefits Program	BOD	Oct-17	In Process
	3	Secure underwriting information and prepare renewal specifications	PA	Jun-18	
	4	Submit underwriting information for a quote through the CSAC EIA benefits program	PA	Jun-18	
	5	Forward benefits pricing to the existing members as well as those members not participating in the AOA Benefits Program	PA	Nov-18	
LRP-6 CSURMA 20th Anniversary Report					
Preparation and Distribute the CSURMA 20th Anniversary Report	1	Compile all background information and prepare the draft 20th anniversary report	PA	Nov-17	Completed
	2	Seek approval of report from Systemwide Risk Management	PA, SRM	Dec-17	Completed
	3	Review with the Executive Committee	EC	Jan-18	Completed
	4	Distribute report to all Campus and Auxiliary staff as listed on the CSURMA rolodex as well as on the AOA distribution list	PA	Jan-18	Completed
	5	Upload report onto the CSURMA website	PA	Jan-18	Completed
	6	Distribute hard copies at the 2018 AOA Conference	PA	Jan-18	Completed
LRP-7 Dissemination of CSAC EIA Risk Management / Safety Services					
Disseminate CSAC EIA Risk Management / Safety Services	1	Choose three or four CSAC EIA Risk Management / Safety Services that may be relevant to the Members' operations	PA	Mar-18	
	2	Write up a summary of the services and distribute to all Members	PA	Apr-18	
	3	Continue to distribute information on a quarterly basis choosing different services each quarter	PA	May-18	
	4	Upload bulletin to the CSURMA website	PA	Continuous	

BOD: CSURMA Board of Directors
PC: AORMA Programs Committee
CABO: CSU Chief Administrators and Business Officers
CO: Chancellor's Office
AORMA: AORMA Committee

EC: CSURMA Executive Committee
OGC: CSU Office of General Counsel
PA: CSURMA Program Administrator
SRM: CSU Systemwide Risk Management

AORMA COMMITTEE AND STANDING COMMITTEE ROSTER

ISSUE: Attached for the Committee's review is the AORMA Committee and Standing Committee Roster effective July 1, 2017.

RECOMMENDATION: It is recommended that the Committee Members review the contact information for accuracy and report any changes or corrections to Staff.

FISCAL IMPACT: None.

BACKGROUND: Contact lists are provided at every meeting.

PUBLICATION: None.

ATTACHMENT(S):

- a. AORMA Committee and Standing Committee Roster – Effective 07/01/17

AORMA Committee
Ten voting members - two alternates - twelve members total
Effective at July 1, 2017

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
AORMA	Chair	Dwayne Brummett	Associate Executive Director	San Luis Obispo	Associated Students, Inc., California Polytechnic State University at San Luis Obispo	dbrummet@calpoly.edu	805-756-5768
AORMA	First Vice Chair	Dave Nakamura	Executive Director	Humboldt	Humboldt State University Center	dave.nakamura@humboldt.edu	707-826-4878
AORMA	Second Vice Chair	Starr Lee	Director of Administration & Legal /Associate Executive Director	Monterey Bay	The University Corporation at Monterey Bay	stlee@csUMB.edu	831-582-3000
AORMA	Seat 1	Bella Newberg	Associate Vice President, Business Dev	San Marcos	California State University San Marcos Corporation	newberg@csusm.edu	760-750-4700
AORMA	Seat 2	Chuck Kissel	Executive Director	Fullerton	CSU Fullerton Auxiliary Services Corporation	ckissel@fullerton.edu	657-278-4990
AORMA	Seat 3	Cecilia Ortiz	Director	Dominguez Hills	Loker Student Union	cortiz@csudh.edu	310-243-3854
AORMA	Seat 4	Russell Wittmeier	Human Resources Director	Chico	The CSU, Chico Research Foundation	rwittmeier@csuchico.edu	530-898-5731
AORMA	Seat 5	Trina Knight	Human Resources Director	Sacramento	University Enterprises, Inc., CSU Sacramento	trinak@csus.edu	916-278-7003
AORMA	Seat 6	Leslie Levinson	Chief Financial Officer	San Diego	San Diego State University Research Foundation	llevinson@mail.sdsu.edu	619-594-8941
AORMA	Seat 7	Bill Olmsted	Interim Executive Director	Sacramento	University Union Operation of CSUS, Inc.	olmsted@csus.edu	916-278-6744

On March 1, 2017, Dwayne Brummett was appointed to complete Guy Dalpe's term. Dwayne's first complete term will be 7/1/17 to 6/30/19.
On July 1, 2015, Dave Nakamura was appointed to complete Mark Day's term. Dave's first complete term will be 7/01/16 to 6/30/18.
On October 1, 2015, Dave Nirenberg was appointed to complete Melinda Coil's term. Dave's first term will be 7/01/17 to 6/30/19.
On December 20, 2016, Bella Newberg was appointed to complete Cheree's Aguilar's term. Bella's first term will be 7/01/17 to 6/30/19.
On March 1, 2017, Starr Lee was appointed to complete Leslie Davis' term. Starr's first term will be 7/1/18 to 6/30/20.

Programs Committee
Minimum of five members - at least two of whom are AORMA Committee members

Committee	Seat	Member	Position	Campus	Type of Auxiliary	E-Mail	Telephone Number
PC	Chair	Bill Olmsted	Interim Executive Director	Sacramento	University Union Operation of CSUS, Inc.	olmsted@csus.edu	916-278-6744
PC	At Large	Gigi Kiama	Human Resources Director	Monterey Bay	University Corporation, CSU Monterey Bay	gkiama@csUMB.edu	831-582-4301
PC	At Large	Jason Porth	Executive Director	San Francisco	The University Corporation, San Francisco State	jporth@sfsu.edu	415-338-6880
PC	At Large	Jun Reina	Chief Operating Officer/ Chief Financial Officer	Sacramento	Capital Public Radio, Inc., CSU Sacramento	jreina@csus.edu	916-278-8925
PC	At Large	Open					
PC	At Large	Raven Tyson	Human Resources & Risk Manager	San Diego	Associated Students of San Diego State University	raven.tyson@sdsu.edu	619-594-3760

AORMA Committee Chair serves for a period of four years - Vice Chair, to Chair, to Past President, to Ex-Officio.
Standing Committee Chair serves a one-year term, is appointed by the AORMA Committee Chair, and must be an AORMA Committee member.
AORMA Committee and Standing Committee members may serve a maximum of three consecutive two-year terms (total six years).

Size of Campus: small - less than 10,000 FTE; medium - between 10,000 and 20,000 FTE; large - more than 20,000 FTE